Safety Symbols

You *must* be aware of safety when you install and use this system. This *User Guide* provides various procedures. If you do some of these procedures carelessly, you could *injure* or *kill* yourself or damage equipment or property. Some other procedures require special attention.

The **WARNING!** symbol means that if you are not careful,

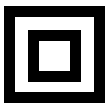
You could *injure* or *kill* yourself, or

You could damage equipment or property.

The **ATTENTION!** symbol means you should pay special attention to:

Important instructions for using the system, or

Important instructions for maintaining the system.



The Class II Symbol alerts qualified service personnel to use only identical replacement parts in this apparatus.

For Your Safety

Do *not* try to open the case of the receiver. There is risk of electrical shock, which may cause damage to the receiver and/or personal injury or death to you. There are *no* user-serviceable parts inside the receiver. Opening the receiver case or making unauthorized changes will void the warranty.

To reduce the risk of fire or electric shock, do *not* expose this appliance to rain or moisture.

Important Software Notice!

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence EchoStar CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROL, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

Equipment and Software Covered by this User's Guide

Note: This *User Guide* covers the DISH 811 receiver and software model DP811. This *Guide* may cover other devices, not listed here.

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The information in this *User Guide* may change without notice. We may issue revisions to tell you about such changes.

Please send comments or questions about this *User Guide* to: *Technical Publications, EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood, Colorado 80112*.

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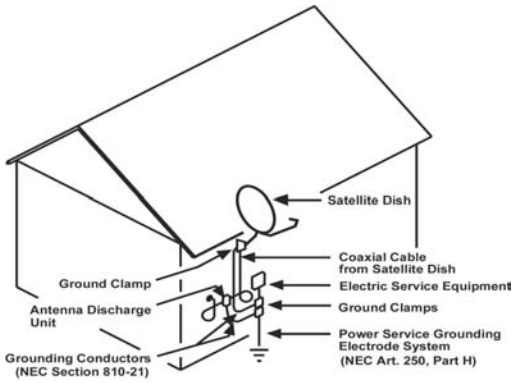
Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

Note to Satellite TV System Installer: This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the *National Electrical Code* (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.


Satellite Dish
Coaxial Cable from Satellite Dish
Electric Service Equipment
Ground Clamps
Power Service Grounding Electrode System (NEC Art. 250, Part H)
Ground Clamp
Antenna Discharge Unit
Grounding Conductors (NEC Section 810-21)

Safety Tips

- Unplug the receiver from the AC power outlet *before* cleaning.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the *Limited Warranty.*
- Do *not* place the receiver in an enclosure such as a cabinet without proper ventilation.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F.
- Do *not* stack the receiver on top of or below other electronic devices.
- Operate the receiver using *only* the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, *not* the cord.
- Do *not* overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- *Never* insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- *Make sure* that the outdoor parts of the antenna system are grounded in accordance with local, state, federal, and *National Electrical Code* (NEC) requirements.
- Do *not* locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take *extreme* care to avoid touching such power lines or circuits, as contact with them can be *fatal*.
- Do *not* attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the *Limited Warranty.* Refer all servicing to authorized service personnel.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide some protection against damage caused by lightning or power line surges.

Chapter 1

Introduction

Welcome to DISH Network™

Congratulations and welcome to the home theater experience of High Definition Television (HDTV). This high definition (HD) digital satellite receiver provides motion picture sharpness and wide screen format together with high quality digital sound. You will also experience the convenience of Direct Broadcast Satellite (DBS) service bringing high definition programming straight to your home.

DISH Network consistently provides innovative products and services - with high performance, ease of operation, and a wide variety of entertainment options.

Overview

***Before* you use your satellite receiver**, you can install the system yourself or it can be installed by a professional technician. For a professional installation, please call the Customer Service Center at 1-800-333-DISH (3474). If you install the system yourself, use the instructions in *Chapter 2*.

A vital part of the installation is to set up the receiver to get the latest software from the satellite. If you are having a new system installed, your receiver will automatically get this software.

For information on the receiver and its installation, read *Chapter 2, Receiver Description and Installation.*

For information on any specific feature or function, including how to use the remote control, read *Chapter 3, Using The System.*

If you have a problem operating the system, or receive an error message, use the Troubleshooting Tables in *Chapter 4, Reference.*

Tips

In the margins of pages throughout this guide are tips and other information to make using your satellite receiver easier.

Conventions Used in This Guide

To make it easy for you to use this guide, we use the following conventions:

- The names of remote control buttons and modes are all uppercase.
  Example: Press the SAT button.
- Menus and options that appear on the TV screen are in bold type.
  Example: Open the **Program Guide**.
- *Select* means to move the highlight to an on-screen option or choice in a list and press the SELECT/OK button on the remote control.
  Example: *Select* the **Locks** option.
- Connections on the back of the receiver are in small capital letters.
  Example: **SATELLITE IN**

Getting the Most of Your HD Satellite Receiver

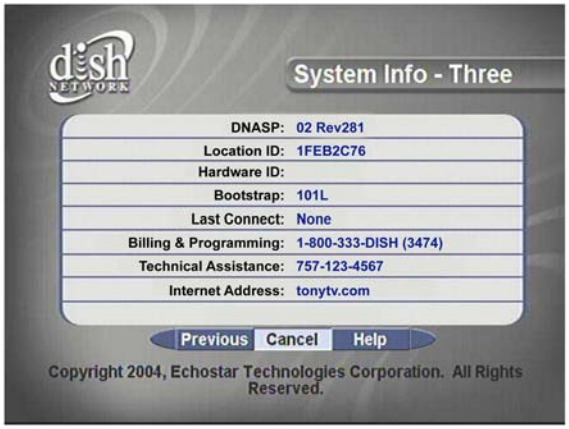
To enjoy viewing high definition programming at its highest resolution and quality, your DISH Network HD satellite receiver must be connected to an HDTV set or monitor and displayed in a high definition format (1080i or 720p). Your receiver must also be activated with qualifying programming to display in high definition format.

If You Need More Assistance

If you need help after you read this guide, call Customer Service at 1-800-333-DISH (3474). You can also call the Customer Service number for information on professional installation.

For those who purchased the receiver from an authorized DISH Network retailer, contact the dealer listed on your **System Info** screen.

1. Press the SYSTEM INFO button on the receiver's front panel to display the **System Info** screen.
2. Select **Next** until you open **System Info - Three**.



Quick Start Guide

After your system has been installed, order and watch your programming using the following steps:

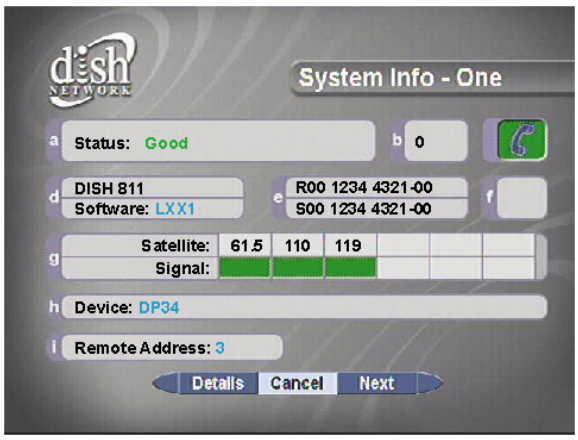
Step 1: Ordering Your Programming

1. Using your remote control, press SAT, and then press the blank POWER button. Make sure the TV is also on.

2. Press GUIDE. You will see that some channels in the **Program Guide** appear in white. These channels can be viewed immediately. However, many channels will be in red. You cannot view these channels until you order programming.

3. Press the SYSTEM INFO button on the receiver's front panel to display the **System Info** screen.

   Note: The screen shown here is just an example. You will see numbers and information for your receiver.



4. Call the Customer Service Center at 1-800-333-DISH (3474). A customer service representative will discuss the various programming packages available.
5. Choose a package and the representative will authorize your programming.
6. Select **Cancel** to close the **System Info** screen.

Tip: Channels that appear in red can't be viewed because they are not part of your subscription. You can add channels to your subscription simply by calling DISH Network at 1-800-333-DISH.

7. Press GUIDE. Wait a few minutes and the channels you purchased will turn from red to white, and can now be viewed. If your programming package qualifies, your should now be watching TV in high definition format.

Step 2: Finding Programs To Watch

First, make sure the receiver is turned on. Press the POWER button on the remote or press the POWER button on the receiver. There are two ways to find information on programs.

- Press GUIDE. When the **Program Guide** opens, use the UP or DOWN ARROW to view information on other channels. Highlight a program in the **Program Guide,** and then press SELECT/OK to watch it.

- While viewing a program, press the BROWSE (RIGHT ARROW) button. Then press either the UP or DOWN ARROW. The information on other channels will appear in the **Browse Banner** at the bottom of the screen. Press SELECT/OK to watch the program.

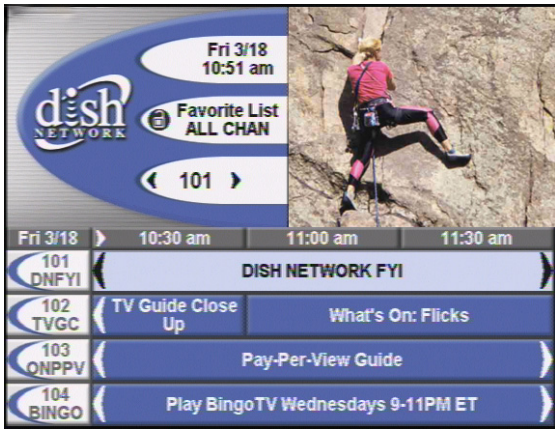
Tip: The system automatically displays programs based on the current day and time. You can advance the Guide to view information on future programs, but not programs that have already ended.

Quick Tour of the Menus

This tour guides you quickly through the basic features available through the **Main Menu**. See *Chapter 3, Using the System* for more information about these and other features.

1. Press the remote control MENU button to open the **Main Menu**.

2. Press the 1 button to select the **Program Guide** option on the **Main Menu**. This opens the **Program Guide** on the TV screen. You can use the **Program Guide** to find and select a program to watch. For now though, go on with this tour.



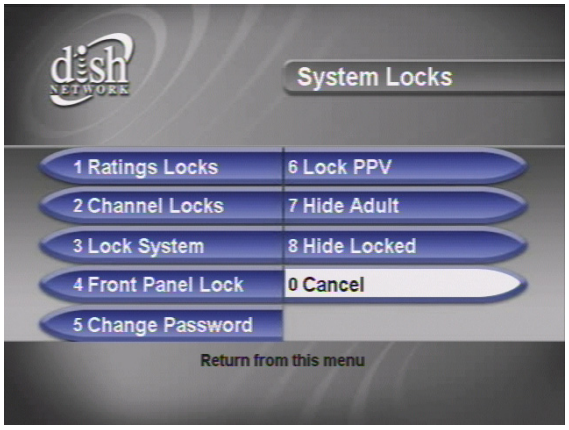
3. Press the MENU button to go back to the **Main Menu**.

4. Press the 2 button to select the **Themes and Search** option on the **Main Menu**. Use this menu to search for programming by **Theme Categories**. You can also select the **Search** function to find programs by name or by key words within the text of the event information in the program guide.

5. Press the MENU button to go back to the **Main Menu**.
6. Press the 4 button to open the **Favorites** menu. This menu allows you to set up lists of your favorite channels to make finding what you want to watch more convenient.

7. Press MENU to go back to the **Main Menu**.

8. Press the 5 button to select the **Locks** option on the **Main Menu**. This menu allow you to apply password-protected locks on programming based on rating, or even on a channel-by-channel basis. You can even lock PPV, hide adult programming channels or hide all locked channels from being visible in the program guide by selecting options within this menu.

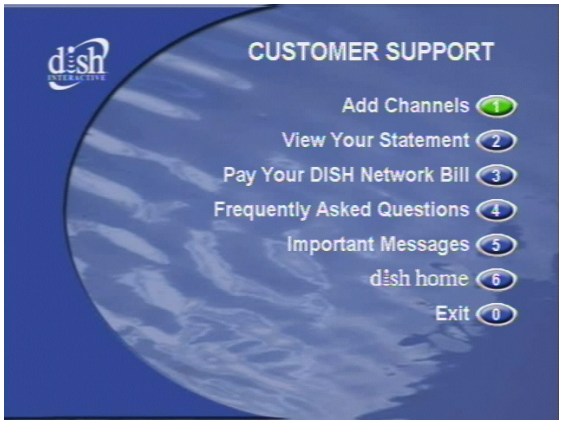


9. Press MENU to go back to the **Main Menu**.
10. Press the 6 button to select the **System Setup** option on the **Main Menu.** Use this menu to set up the system the way you want.

11. Press MENU to go back to the **Main Menu**.

12. Press the 7 button to select the **Timers** option on the **Main Menu.** This screen is used for creating and changing timers used to trigger automatic channel changes, reminders, or VCR recordings.

13. Press MENU to go back to the **Main Menu**.
14. Press the 8 button to select **Customer Service**. Use this menu to review your statement, pay your bill, upgrade programming, and more.



15. Press the MENU to go back to the **Main Menu**.

16. Press the 9 button to select **dish home Interactive TV**. You can order channels, check the news, and even play games. The DISH button also opens this screen.

17. Press VIEW TV.

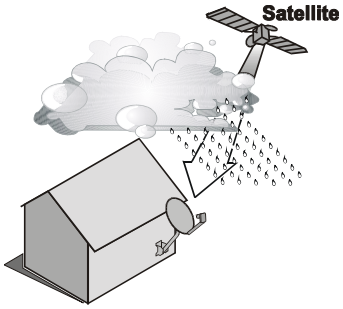
About Satellite Television

Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

Satellite Signal Quality

Rain and Snow Fade

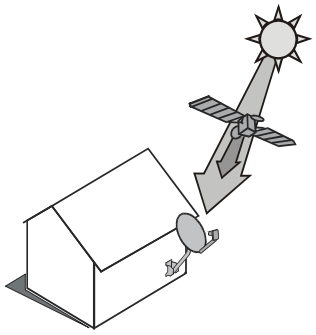
Heavy rain, snow, or cloud cover can block the satellite signal, which can interrupt your programming service. By aiming the satellite dish to get the strongest signal during installation, you can help prevent rain and snow from interrupting the signal. Your service will return after the weather condition has passed.



Tip: If you lose your picture, it's most likely due to heavy rain, snow or snow build-up on your dish.

Solar Interference

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits the Earth. This event occurs during a few days at the beginning of the spring and the beginning of the autumn and lasts only a few minutes.

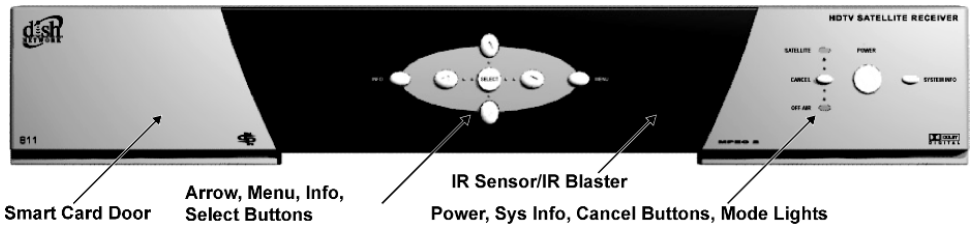


During these brief periods, you will not be able to see programs on DISH Network. When the sun has moved from behind the satellite, the programs will reappear. This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers.

Chapter 2

Receiver Description and Installation

Receiver Front Panel


HDTV SATELLITE RECEIVER
Smart Card Door
Arrow, Menu, Info, Select Buttons
IR Sensor/IR Blaster
Power, Sys Info, Cancel Buttons, Mode Lights

Smart Card Door

Behind this door is a slot for a future smart card. No smart card is included with this receiver.

Info Button

Press INFO to display information about a program you are watching, or when you have the **Program Guide**, **Browse Banner**, or **Themes** list open.

Menu Button

Press the MENU button to open the **Main Menu**.

Arrow Buttons

Use ARROWS to navigate and select menu items and to change satellite channels.

When watching a program, pressing the LEFT ARROW button opens the **Themes** menu and the RIGHT ARROW button opens the **Browse Banner**.

SELECT/OK Button

Press the SELECT/OK button to select an item you highlight.

System Info Button

Press the SYSTEM INFO button to open the **System Info** screen.

Cancel Button

Press this button to cancel and return to the previous menu or to watch a program if there are no previous menus.

Power Button

Press the POWER button to turn the receiver on or off. Be sure to turn off the satellite receiver so that your **Program Guide** and other system information remains current.

Mode Lights

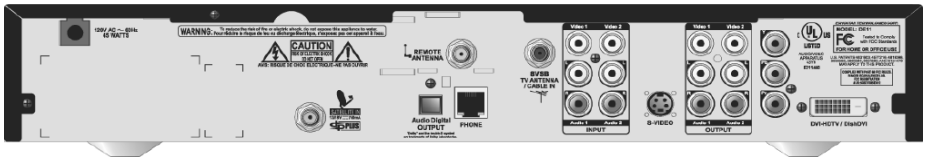
These lights indicate that the receiver is on and operating in either SATELLITE mode or OFF-AIR mode. The SATELLITE mode light is blue and the OFF-AIR mode light is yellow.

Note: When both of the MODE lights are off, the receiver continues to work and requires power for system updates. Don't unplug the receiver unless you need to move it.

IR Sensor and IR Blasters

The INFRARED (IR) SENSOR receives IR signals from the remote control. The IR BLASTER transmits IR signals to control a VCR in order to perform automated recordings.

Receiver Back Panel Connections



Tighten the connections by hand *only*. If you use a wrench you might over-tighten the connections and cause damage that *would not* be covered by the *Limited Warranty.*

The receiver back panel has ports you can use to connect the receiver to other devices (you may not need to use some of these ports). The back panel also has the power cord and phone jack.

DVI-HDTV/DISH DVI Connector

This digital connection will give you the highest quality video, both in standard definition and high definition. Use a DVI cable to make this connection to your HDTV or HD Monitor. If you use this output for video, you must still connect the audio with the **RCA AUDIO OUTPUTS** or the **AUDIO DIGITAL OUTPUT**.

YPbPr Component Connectors

This connection provides another high quality video output for high definition viewing. Use a YPbPr cable to make this connection to your HDTV or HD monitor. The cable is color coded to match the connections on your receiver and your TV. If you use this output for video, you must still connect the audio with the **RCA AUDIO OUTPUTS** or the **AUDIO DIGITAL OUTPUT**.

This output connection is not active if **DVI-HDTV**/**DISH DVI** is connected to a DVI display device.

S-Video

The **S-VIDEO** connection provides high quality standard definition video output. Use S-Video cables to connect this output to an S-Video equipped device such as a VCR. If you use this output for video, you must still connect the audio with the **RCA AUDIO OUTPUTS** or the **AUDIO DIGITAL OUTPUT**.

Tip: For the best viewing experience, you should use the off-air tuner provided in your DISH DVI-equipped DISH HD satellite receiver. The satellite receiver's off-air tuner can receive both analog and digital off-air broadcasts, integrate off-air programming into its Program Guide, and allow all of the satellite and off-air programming to be viewed over a single high-quality digital connection.

Tip: Tighten the coaxial cable connections by hand only.

Phono (RCA) Audio and Video Outputs

Two sets of color coded **RCA A/V OUTPUT** connectors provide good quality standard definition audio and video. Use phono RCA-type cables to connect these outputs to a VCR, for example, for use in recording. You can also connect the audio outputs for use with either of the HDTV video connections (**DISH DVI** and **YPBPR**) or the S-Video connection.

RCA Audio and Video Input

These input connections allow other devices (such as a VCR or game console) to display content through the receiver audio/video outputs. Use a phono RCA style cable to make the connection to the outputs of other video source devices.

Note: While your receiver can convert the input to high definition format on the **DISH DVI** or **YPBPR** connections, the receiver cannot convert the picture to high definition quality.

These inputs are selected as sub-channels of Channel 0 from the program guide. See *Using the Program Guide in Chapter 3* for details.

Audio Digital Output

Connect to the **AUDIO DIGITAL OUTPUT** with an Audio Digital Optical cable (available at consumer electronics stores). This connection point is for use with high quality sound systems.

8VSB TV Antenna/Cable In

This input connection receives programming signals from either local off-air broadcasters in both analog and digital broadcast formats or a cable TV system. Use a coaxial cable to make this connection to an external off-air antenna or a cable TV service. This connector is color coded black.

This input connection can only be used if your receiver is activated with qualifying DISH Network programming.

UHF Remote Control Antenna

This input connection receives UHF signals from the remote control. Connect the UHF antenna here, and set it so it doesn't touch anything. Set the antenna straight up so you can use the remote control as far away as possible. This connector is color coded green.

Satellite In

The **SATELLITE IN** connection point is used to connect your DISH Network antenna to your receiver so you can receive satellite TV signals. The connection is made using RG-6 coaxial cable. This connector is color coded blue.

Telephone Jack

Connect a telephone cable with a standard RJ-11 telephone connector to the receiver here, and then connect the cable to an active telephone line.

Note: The receiver *must* be connected at all times to an active telephone line.

Tip: If you have the receiver connected to a DSL (Digital Subscriber Line) phone line and it cannot dial out, you may have to install a DSL filter between the receiver and the telephone jack on the wall.

The Remote Control

The remote control gives you easy access to all of the features of your satellite receiver. You can set up the remote to control the satellite receiver, TV, VCR and any other one piece of A/V equipment such as a DVD player and home theater equipment.

If you are installing or re-installing your receiver, you will need to follow the setup procedures in this chapter.

Complete instructions on how to use the remote, as well as the rest of the system, are in *Chapter 3*.

Note: The remote control shown here is for example only. Your remote control may be different.

Remote Control Batteries

The remote control comes with AAA batteries, which need to be installed when you first receive your system. When you replace old batteries, you should replace all of the batteries. Use batteries of the same kind, for example, alkaline or carbon zinc. Don't mix batteries of different kinds. Alkaline batteries last longer than carbon zinc.

1. Press down on the top of the battery cover and slide the cover off.
2. Take out all of the old batteries.
3. Put the new batteries in. Make sure you match the plus ("+") ends with the plus markings on the battery case.
4. Slide the cover back into place.

On Screen Low Remote Battery Warning

When you see a low battery warning message below the **Program Banner,** the batteries in your remote control are weak and need to be replaced.

Remote Control Settings

Change the Address

When you receive your system, your remote control and receiver have been set to communicate on address 1. However, because UHF signals travel long distances and go through walls, a neighbor's UHF Pro remote could control your receiver by mistake if they are on the same address. Once all connections have been made, to handle this problem, you can change the address on your remote control and the receiver as follows:

1. Press SYSTEM INFO button on the receiver's front panel. The **System Info** screen displays and shows the **Remote Address**.

   Write down the address shown: _____

2. Press and hold the SAT button on your remote control for about three seconds, until all of the mode buttons light up, and then let go of the SAT button.

3. Use the NUMBER PAD buttons to enter any number between 1 and 16, but not the one you wrote in step 1.

   Write down the number you entered:_____

4. Press the POUND (#) button. If you entered the address correctly, the SAT mode will flash three times.

5. Press the RECORD button.

   Note: Make sure the **Remote Address** you see on the **System Info** screen is the same as the one you entered in step 3. If it isn't, the remote cannot control the receiver.

6. Press the SELECT/OK button to close the **System Info** screen.

Checking the Remote Control Address

1. Press and hold the SAT mode button for three seconds, until all of the mode buttons light up, and then let go of the SAT button.

2. Press the POUND (#) button twice. The SAT mode button will flash the same number of times as the address number (for example, three flashes means address 3).

UHF Remote Control Antenna

Attach a UHF Remote Control Antenna

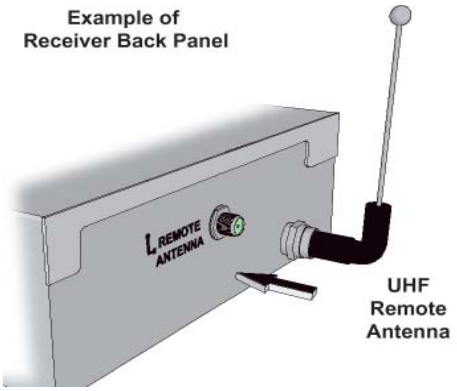
Attach the UHF remote control antenna to the receiver's back panel **REMOTE ANTENNA** input so you can use your UHF Pro remote control.

Note: Be sure to set the antenna straight up so you can use the remote control from as far away as possible. Don't let the antenna touch anything.

Note: For best off-air reception use an outdoor antenna, but if you do use an indoor antenna, ensure it is a few feet from the receiver. Do NOT place it on top of the receiver because the off-air antenna can interfere with the UHF remote control antenna.

If your UHF Pro Remote Control isn't working very well from far away, you may be experiencing interference from objects near your receiver. To improve your remote control's operation, try any or all of the following:

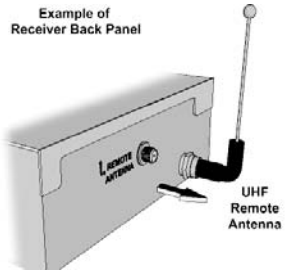
- Place the receiver higher than all of the other equipment in your entertainment center.
- Provide room above the receiver so that the antenna can be installed straight up. If this is not possible, tilt the UHF antenna at about a 45° angle.
- Place the UHF antenna outside the entertainment center by using a coaxial cable to connect the antenna to the receiver.
- Try moving the receiver to other locations.
- Attach an attenuator between the UHF remote antenna and the **REMOTE ANTENNA** input.



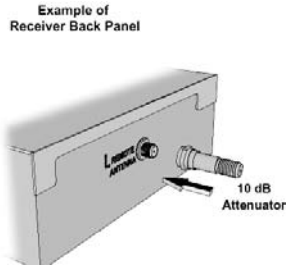
Add a UHF Attenuator

Stray UHF signals can block signals from the remote control to the receiver. To prevent blocks, you can install a 10 dB attenuator. This will help keep out stray UHF signals, but also reduces how far away you can use the remote control. The attenuator is not supplied with this receiver.

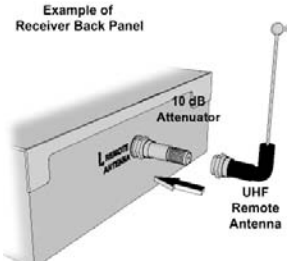
1. Remove the UHF antenna from the UHF Remote Antenna input on the receiver back panel.



2. Attach a 10 dB attenuator to the UHF Remote Antenna input.



3. Attach the UHF antenna to the attenuator.



Installing the Receiver

This section guides you through the installation of your new satellite receiver, which includes the following:

- Connecting to your HDTV set or monitor.
- Connecting to your dish antenna and upgrading the software.
- Ordering your programming.
- Setting up to display in HD.

Connecting Your Receiver to an HDTV or HD Monitor

There are two ways to connect this receiver to display high definition programming quality on an HDTV or HD monitor: using the **DVI-HDTV/DISH DVI** connection or the **YPBPR** connections.

Note: Your new satellite receiver is factory-set to display in the 480p format at its HD output connection points.

DVI-HDTV/DISH DVI

This video output port is the preferred method of connecting the receiver to a DVI-equipped HDTV or HD monitor for best picture quality and simplest installation.

1. Connect a DVI cable between the **DVI-HDTV/DISH DVI** connection on the receiver and the DVI input on your HDTV set or monitor.
2. Connect an RCA A/V cable between the receiver **PHONO (RCA) AUDIO OUTPUTS** and the HDTV audio inputs that go with the DVI input on your TV or monitor.
3. Turn on your receiver and TV.
4. Consult your HDTV User's Guide, then set your HDTV to display from the DVI input. Confirm that you are getting a picture from the receiver.

   Note: In most cases connecting the DVI cable will provide plug-and-play control of the monitor's display resolution and other settings. However, your HDTV may require selecting a 480p format to display from the receiver during this installation phase. Consult your HDTV User's Guide.

YPbPr Connections

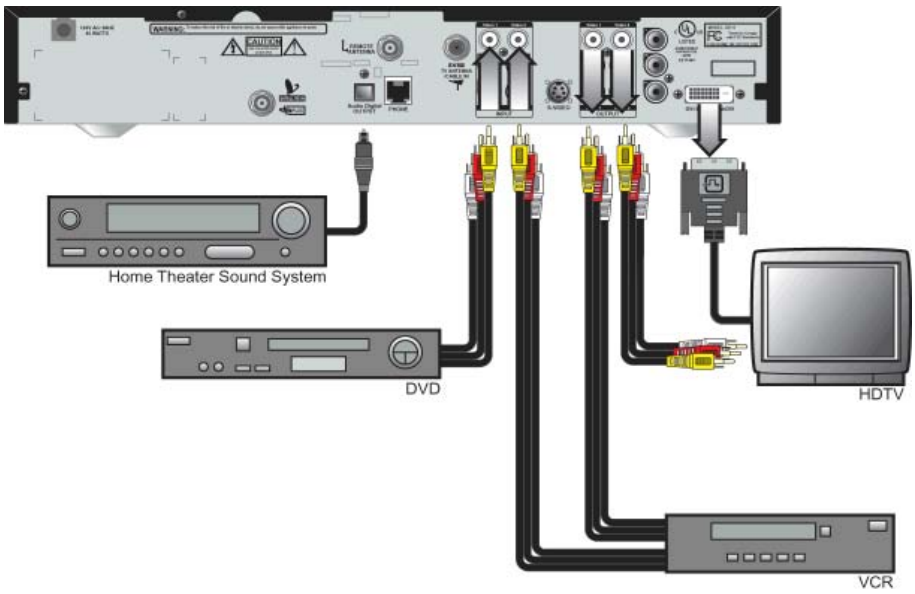
If your HDTV or HD monitor does not include a DVI input port, you can use the **YPBPR** component video connections to provide high definition picture quality to your HDTV or HD monitor. Make the connection using a color-coded YPbPr cable.

1. Connect video and audio RCA type cables between the receiver **RCA A/V OUTPUTS** and corresponding input connections on the HDTV or monitor.
2. Connect between the **YPBPR** component connections on the receiver and the HDTV using component video cables.
3. Power on the TV and receiver using the front panel power button.
4. Consult your HDTV User's Guide, then set your HDTV to display from its RCA input. Confirm that you are getting a picture from the receiver.

5. Complete installation of the receiver with the dish antenna. See *Installing a Receiver in an Existing Dish Antenna System* in the next section of this chapter.
6. Order your programming using the instructions in Chapter 1.

Connection Diagram Example

The diagram below provides one example how the back panel ports can be used to connect to an HDTV as well as connections for a VCR, and DVD Player. Your installation may be different.

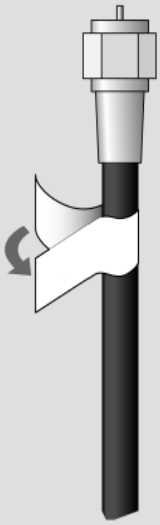


Installing the Receiver in an Existing Dish Antenna System

Before you can begin connecting your receiver to your dish antenna, you must first complete the preceding section on connecting your TV to the receiver. If you are installing a dish antenna system for the first time, either call DISH Network at 1-800-333-DISH (3474) or see the instructions that came with the dish. Otherwise, if you already have a dish antenna system installed and peaked for maximum signal strength, complete the following instructions to connect the dish antenna system to the receiver.

1. Connect an RG-6 coaxial cable (see notes after this step) from the **SATELLITE IN** port on the receiver's back panel to an available port on your switch or LNBF in your existing system. Peel off the blue sticker and affix it to the cable close to where it connects to the SAT IN connection on the back of the receiver.

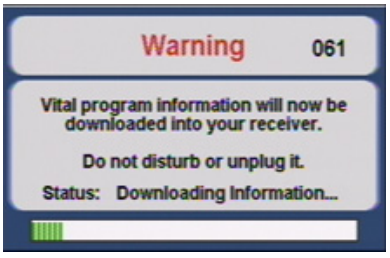
Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports. Inside the front cover of this guide are stickers that are color coded the same way as the coaxial connections.



Note: If you are installing your receiver into a system with DISH Pro LNBFs (and/or switches), you can have as much as 200 feet of cable between the LNBF and the receiver. However, you must use only RG-6 coaxial cables rated for 950 to 2150 MHz. Some cables may say "Swept tested for 2150 MHz." If you have any doubt about this, examine the cable's outer jacket, ask your DISH Network retailer, or look on the container the cable came in. Do not use cable company TV cables or cables from other satellite TV systems not rated for 950-2150 MHz. These other cables may cause signal loss. Do not use existing cables such as RG-59. Also, be sure that any outdoor connections are made using waterproof F connectors.

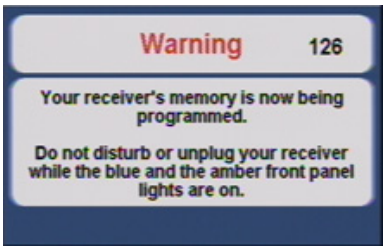
Tighten all the coaxial cable connections only by hand. Using a wrench may over-tighten the connections, causing damage. Such damage is not covered by the Limited Warranty.

2. Plug in the receiver's power cord. Make sure both the receiver and TV are turned on.
3. You should see the **Point Dish** menu appear on the screen. If you do not see this screen, open the **Main Menu,** by pressing MENU followed by 6-1-1 on the remote.
4. Select **Check Switch**. An **Attention** screen will open. Select **Check** to run **Check Switch**.When Check Switch is complete, you will see an **Installation Summary** screen. If the screen shows the correct switch and the message "Satellite reception verified" for all satellites in your system, go to the next step. If the **Installation Summary** screen does not detect all of the satellites your system should be receiving, check and retighten (by hand) the cable connections between your receiver, LNBFs and switches in your system. Then select **Retest** or **Test** to rerun **Check Switch** again.
5. Select **OK** or **Cancel** to return to the **Point Dish** screen. Then select **Cancel** to exit the **Point Dish** screen.
6. An **Attention** screen will open. This screen asks if the mounting and positioning of your dish is complete with a "Locked" indication in the **Point Dish** screen. Since your system is already installed and your dish is pointed for the strongest possible signal strength, you can select **Yes**.
7. The receiver will begin taking a software upgrade. You will see the message shown below:


Warning
061
Vital program information will now be downloaded into your receiver.
Do not disturb or unplug it.
Status: Downloading Information...

A progress bar at the bottom of the screen will show how the software upgrade is progressing.

When the software upgrade is complete, you will see a second message that the receiver's memory is now being programmed. This message may disappear and your screen may go blank for a few minutes. This is normal and does not indicate a problem with the receiver.

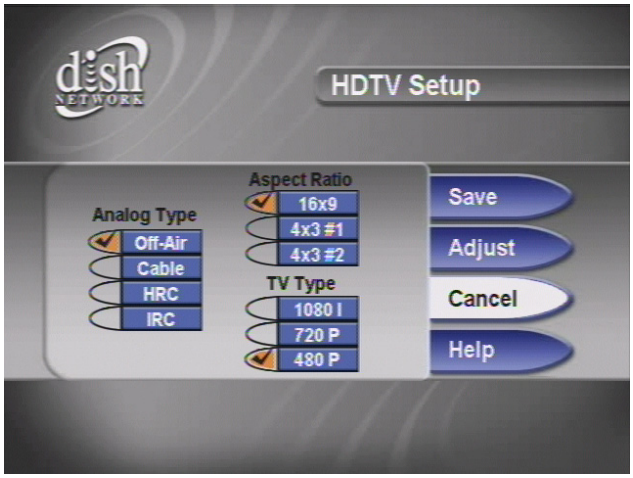

Warning
126
Your receiver's memory is now being programmed.
Do not disturb or unplug your receiver while the blue and the amber front panel lights are on.

8. When the software upgrade is complete and the receiver resets itself, you should now be able to order your programming by calling 1-800-333-DISH (3474). *See Chapter 1, Introduction.*

Setting the HDTV Resolution

When the receiver has been activated with qualifying DISH Network programming, use the following steps to select the desired HDTV format:

1. Consult your HDTV user's guide for the HD format that the TV supports (1080i, 720p or 480p). If required, set up the HDTV to display in the format you desire. Some HDTV's will automatically adjust to the resolution setting of the receiver.
2. Press MENU 6-1-9 on the receiver remote control to bring up the receiver HD Setup screen.



3. Select the HD format under TV type that matches the format your TV is set up to support. Press **Save** to save these settings.
4. If you were using the standard definition A/V input, switch your HDTV to display from its DVI or **YPBPR** component inputs. Consult your HDTV user guide for instructions.
5. Confirm you are watching picture from the receiver over the HDTV connections.

6. Connect the **AUDIO DIGITAL OUTPUT** or the **PHONO (RCA) AUDIO OUTPUTS** on the receiver, as needed, to the corresponding HDTV audio inputs to hear sound.

   Note: The default resolution on both HDTV outputs is 480p until the receiver is authorized and subscribed to a qualifying programming package and the desired HDTV resolution has been selected.

Connecting Your Receiver to a Phone Line

You *must* keep the receiver connected to an active telephone line. Otherwise, you may not be able to order Pay-Per-View programs or use all of the **dish home Interactive TV** features. Run a telephone cable with a standard RJ-11 connector from the receiver's back panel **PHONE JACK** to an active telephone connection.

Note: You may be able to use a wireless telephone extender. However, this may not support all the features of your receiver, such as Caller ID.

You must also set up the receiver for your telephone system (touchtone or rotary/pulse), and set a telephone number prefix, if you need a prefix to make an outside call.

Tip: If the receiver is connected to a phone line with Digital Subscriber Line (DSL), you may need to install a DSL filter between the receiver and the telephone jack. You can obtain the filter from your DSL provider.

1. Display the **Installation and Setup** menu (press MENU then 6-1).
2. Select the **Telephone System** option (4) to display the **Telephone System Setup** menu.
3. Select the **Touch Tone** or the **Rotary/Pulse** option in the **Phone Type** list.
4. If you do not need a dialing prefix to call outside your premises, select the **Save** option, and stop here. If you do need to set a prefix to dial outside your premises (for example, dial 9 to get an outside line), go to step 5.

Note: Usually, you need a telephone number prefix only for business installations. For most residential installations, all you need to do is set the telephone system type.

5. Move the highlight to the **Outside Line Prefix** list. Press the SELECT/OK button to select the highlighted option.

6. Select the **Prefix Code** option. The receiver displays the same number of boxes (highlighting the first box) where you must enter the digits. Use the NUMBER PAD to enter the prefix code. As you enter each number, the highlight moves to the next box.
7. Select the **Save** option to save the settings.

Initial Set Up for Off-Air Broadcasts or Cable

The **8VSB TV Antenna/Cable** input on your receiver's back panel can be used to receive and view programming from an off-air antenna or cable service. This connection can support viewing both ATSC digital over-the-air broadcasts or analog NTSC over-the-air broadcasts. It can also support viewing analog cable TV service.

This input connection can only be used when your receiver is activated with qualifying DISH Network programming.

You can add local off-air channels and assign them network affiliations. After you have added channels, you can access the channels via the **Program Guide** or the **Browse Banner** in much the same way as you would satellite channels.

Connect an external VHF/UHF off-air antenna or analog cable TV source to the **8VSB TV ANTENNA/CABLE** port. Peel off the black sticker and affix it to the cable close to where it connects to the back of the receiver.

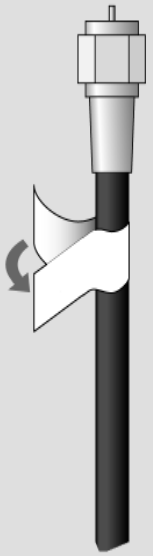
Note: The type of antenna required depends on the channels used by, and the locations of, the local broadcasters for your area. Contact a professional installer if you are unsure about how to connect an external antenna to this input.

Note: Move all nearby off-air antennas away from the UHF remote antenna. Do not place an off-air antenna on top of your receiver.

The audio/video quality on local off-air channels depends on the distance and terrain between the broadcast station and your home, and on the placement and quality of the off-air TV antenna you use. If you have questions about off-air channels, contact the broadcaster, *not* DISH Network.

Make sure to follow the antenna installation instructions correctly. Ground the antenna per the *National Electrical Code* (NEC) and any local electrical codes.

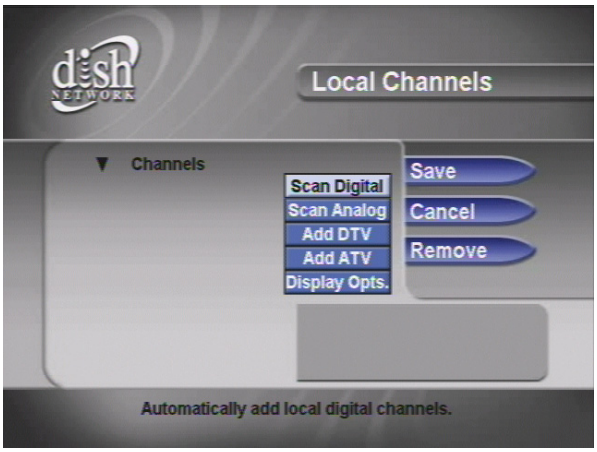
Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports.



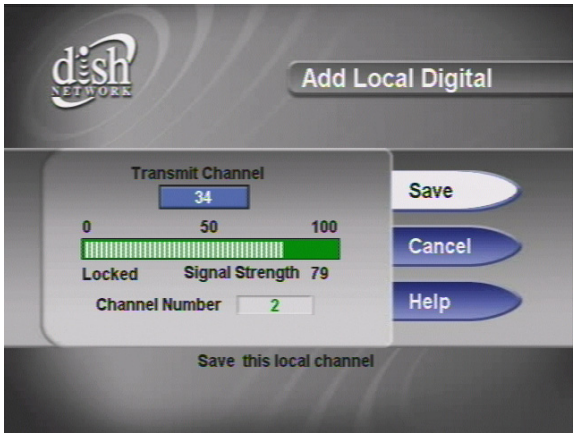
How to Add Local Off-Air Digital Channels

To add a local digital channel:

1. Press MENU 6-1-5 to open the **Local Channel Setup** menu.



2. Use the **Scan Digital** selection to add the local channels to the **Program Guide** automatically or select the **Add DTV** option on the **Local Channel Setup** menu. This opens the **Add Local Digital Channel** menu.



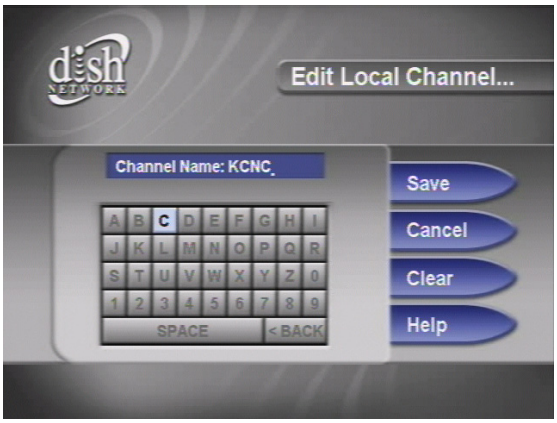
3. Enter the **Transmit Channel** number for the channel you want to add. You must enter two digits. For single digit numbers, place a zero in front of it.

   Note: The **Transmit Channel** number and the broadcast **Channel Number** are not necessarily the same.

   The menu displays a signal strength bar. Adjust the aim of the TV antenna until the bar is green, shows the strongest possible signal, and says **Locked**. The menu shows a **Channel Number** in green if the receiver is getting enough digital channel information via the off-air signal, in yellow if it is not.

   Note: Some digital channels do not broadcast all the time. You may need to wait until the channel is being broadcast.

4. Select the **Save** option to add the channel. This opens the **Edit Local Channel Name** menu:



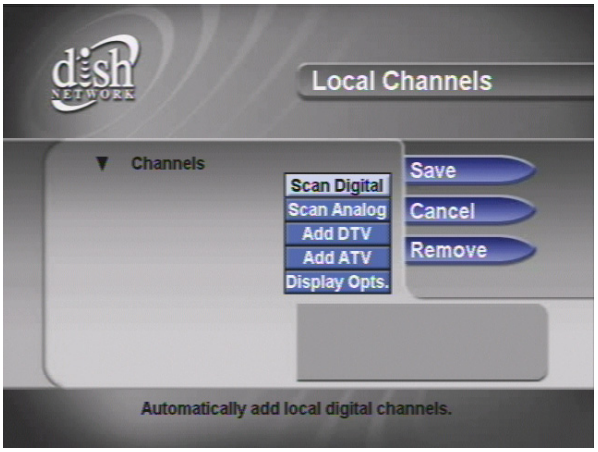
   Highlight a letter and press the SELECT/OK button. Do this again to spell out the channel name. You can enter up to five characters. If you need to, use the **SPACE** option to insert a space or the **<BACK** option to correct a letter. When you are done entering the channel name, select the **Save** option. This opens the **Local Channel Setup** menu again.

5. Repeat steps 3 through 5 if you want to add another local digital channel.
6. To delete one or more channel(s), select the channel(s) in the **Channels** list and then select the **Remove** option.
7. Select the **Save** option to leave the **Local Channel Setup** menu.

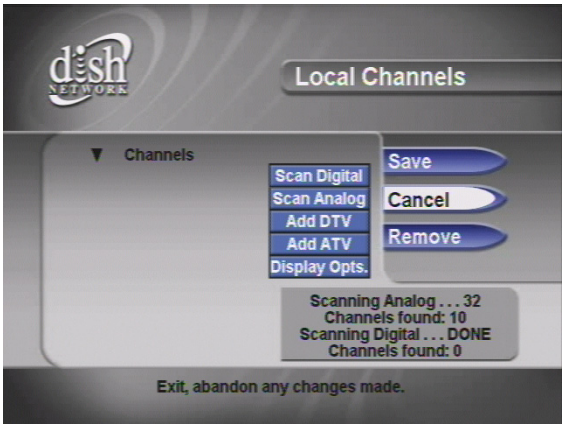
How to Add Local Off-Air Analog Channels

To add a local analog channel:

1. Press MENU 6-1-5 to open the **Local Channel Setup** menu.



2. Use the **Scan Analog** selection to add the local channels to the **Program Guide** automatically or select the **Add Analog** option on the **Local Channel Setup** menu. This opens the **Add Local Analog Channel** menu.

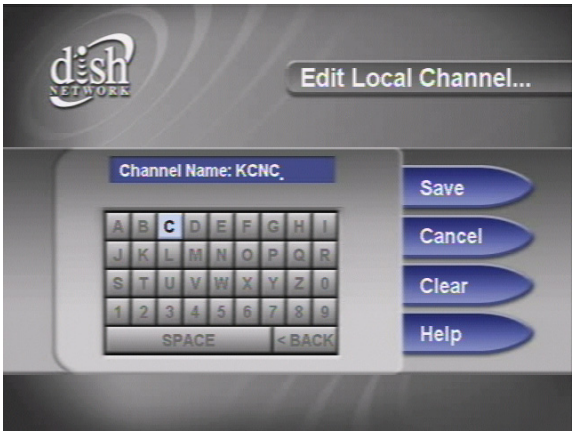


3. Enter the channel number in the **Ch. Num** field.

   Note: Be sure to enter two digits. For single digit numbers, place a zero in front of it.

4. To assign the channel to one of the major broadcast networks, select an **Affiliation** option. Or, select the **None** option if you do not want to assign the channel to a broadcast network.

5. To edit the name of the channel, select the **Save** option. This opens the **Edit Local Channel Name** menu:



6. Highlight a letter and press the SELECT/OK button.

7. Do this again to spell out the channel name. You can enter up to five characters. If you need to, use the **SPACE** option to insert a space or the **<BACK** option to correct a letter. When you are done entering the channel name, select the **Save** option. The receiver displays the **Local Channel Setup** menu again.

8. Repeat the above steps 3 through 7 if you want to add another local analog channel.

9. To delete one or more channel(s), select the channel(s) in the **Channels** list and then select the **Remove** option.

10. Select the **Save** option to leave the **Local Channel Setup** menu.
11. Select **Display Options** and choose one of the following:
    - **DISH Network Locals** - Select this option to display local channels (if in your DISH Network subscription) at their broadcast channel number.
    - **Off-Air Antenna Locals** - Select this option to display local analog channels at their broadcast channel number.
      Note: If you select **Off-Air Antenna Locals**, any local channels in your subscription will be displayed in the four-digit channel range.
      Note: Digital off-air channels always display at their broadcast channel numbers.

Transmit Channel Numbers

For information on channel numbers, you can visit the National Association of Broadcasters (NAB) web page at *www.nab.org*. On this web page, go to *www.nab.org/Newsroom/Issues/digitaltv/DTVstations.asp* for a listing of digital broadcast stations and their Transmit Channel numbers. You can also contact your local broadcasters.

Note: The NAB web page uses the term *RF Channel* for what this user's guide calls the *Transmit Channel* number.

Another good source of local channel information is available from the Consumer Electronics Association (CEA) web page at: *www.antennaweb.org.* This website provides recommendations for antenna types and pointing directions.

About Off-Air TV Broadcasts

Off-air TV signals are broadcast from stations on the ground, while satellite TV signals are broadcast from satellites in space. You receive off-air TV signals using an indoor or outdoor antenna instead of the satellite dish. You are likely familiar with analog off-air TV signals - these are the signals that have been used to broadcast TV for many years. New digital off-air TV signals are broadcast and received in the same way. Digital off-air TV broadcasting uses advanced technology like that of the DISH Network to deliver superb picture quality and CD quality sound. However, digital off-air signal reception (like analog off-air signal reception) depends on several things:

- The distance between the broadcast station and your home (the farther away the station, the weaker the signal).
- The broadcast station's power (the lower the power, the weaker the signal).
- Obstacles between the station and your home, such as mountains, buildings, trees, or other objects (these may block or reflect the signal before it reaches you).
- Multiple broadcast stations (to receive good signals from several stations, you may need to compromise in how you aim the antenna or you may need more than one antenna).

The effects of poor digital reception are different from the effects of poor analog reception:

- Poor analog reception usually causes the TV picture to be "snowy" or to include "ghosts," that is, multiple images caused by receiving reflected signals along with the direct signal from a station.
- Poor digital reception may cause the TV picture to be "pixelized," that is, broken up into small squares of various colors, or to be lost completely (the TV screen is all black or all blue).
- Digital broadcasts often provide either a very good picture or no picture at all.
- You may be able to receive a poor analog signal but not be able to receive a digital signal at all.

To get the best possible digital signal reception**,** make sure you use the best off-air antenna for where you live:

- You can receive a limited number of channels using a “rabbit ears” type antenna on top of the TV set, or a much larger number of channels via a large UHF/VHF indoor/outdoor antenna.
- The higher the quality of the antenna you use, the greater its range and the better its reception will be.
- The Consumer Electronics Association maintains a website, www.antennaweb.org, that you can visit for help in choosing an antenna.
- You may want to contact a professional TV antenna installer for advice or help in choosing, installing, and aiming an antenna.

Keep in mind, digital off-air TV broadcasting is in its infancy. So, digital off-air service may be interrupted because:

- Broadcasters are testing digital signals, and may stop broadcasting without notice.
- Many broadcasters do not yet have permanent broadcast stations and may be operating at less than full power.
- Broadcasters are not legally required to provide full-time digital signals for several years.
- Some digital channels do not broadcast all the time.

If you have questions about off-air channels, contact the broadcasters, not DISH Network. DISH Network does not broadcast off-air signals and so cannot do anything to change off-air signal quality. However, the receiver's digital channel setup menus provide a signal strength bar that can help you aim the off-air TV antenna for the strongest possible signal.

Chapter 3

Using the System

Using the Remote Control

This section describes how to use the remote control in the SAT mode to control your satellite receiver. To use the remote to control your VCR and other devices, see *Control Other Devices with the Remote* on page 64.

SAT Mode Button

Press this button to set the remote to SAT mode to control the receiver. The SAT mode button's back light turns ON briefly to show that the remote is set to SAT mode.

Note: Keep the remote in SAT mode to use the buttons that are described here.

Power Buttons

Press the blank POWER button to turn the receiver on or off. Press the TV POWER button to turn the TV on and off even when the remote control is in SAT mode.

Mute Button

Press this button to turn off the TV sound. Press this button again to restore the TV sound.

Volume Button

Press the minus (-) side of this button to lower the TV sound. Press the plus (+) side of this button to raise the TV sound.

Note: Program the remote to control your TV for the POWER, VOLUME, and MUTE buttons to work as described. See *Control Other Devices with the Remote* on page 64.

Note: You can program this button to control the volume on a TV or amplifier. See *Switching Between TV and Device Volume Control* on page 71 for instructions.

Menu Button

Press this button to open the **Main Menu**.

Page Up And Page Down Buttons

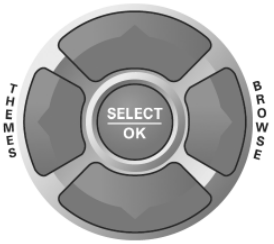
Press the PAGE UP button or the PAGE DOWN button to scan, page by page, through the **Program Guide**, a **Themes** list, a **Favorites List**, an **Event Timers** list, or a list of channels.

Guide Button

Press the GUIDE button to open the **Program Guide**. When the **Program Guide** is open, press this button to switch among **Favorite Lists**.

Tip: The arrow buttons can be used to quickly navigate through menus and the program guide. When you find a program or menu option you would like to access, just press SELECT/OK.

Up/Down/Left/Right (Arrow) Buttons



When using a menu, press these buttons to move the highlight to an option.

- When watching a program, press the RIGHT ARROW button to open the **Browse Banner** or the UP or DOWN ARROW button to change channels.
- When the **Browse Banner** is open, press the UP or DOWN ARROW button to see the **Browse Banner** for the previous and next channels.
- When the **Browse Banner** is open, press the RIGHT or LEFT ARROW button to obtain information on the next program that will be on that channel.
- When a menu offers a list of choices, press the UP or DOWN ARROW button to see more choices.
- When the **Program Guide** is open, press these buttons to move the highlight among the programs.
- When watching a program, press the LEFT ARROW button to open the **Theme** list.

Tip: To open some of the menus, use the matching buttons on the remote control. For example, press the LEFT ARROW button to quickly open the Themes Menu.

Select/OK Button

Press the SELECT/OK button to select a highlighted option or program in a menu.

Recall Button

Press the RECALL button to return to the last channel you were watching. Press it again to switch between the last two channels that you watched.

Info Button

Press this button for more information when the **Program Guide** or the **Browse Banner** is open, or when watching a program.

- When a menu is open that includes a **Help** option, press this button to see help information for that menu.
- Highlight a program in a **Themes** list and then press this button for more information on that program.
- When the receiver is OFF, press this button to open the **System Info** menu.

View TV Button

Press this button to return to watching a program.

- If you are watching a program, press this button to briefly display the Program Banner.
- While using any menu, press this button to cancel a procedure and return to watching a program.

Cancel Button

Press this button to cancel a procedure and to return to the previous menu or to watching a program.

Record Button

Press this button to conveniently set up a timer to automatically start recording a later program on a connected VCR.

Note: To use this feature with a VCR, you must set up the remote to control the VCR. See *Control Other Devices with the Remote* in Chapter 3.

Number Pad Buttons

When watching a program or with the **Program Guide** open, use these buttons to enter a channel number to change to that channel.

- When the **Program Guide** is open, you can skip ahead and then back a number of hours. Just enter the number you want to skip ahead (or back), and then press the RIGHT (or LEFT) ARROW button.
- Use these buttons to enter menu option numbers instead of highlighting the option and then pressing the SELECT/OK button.
- Use these buttons to enter numbers in a menu.
- Highlight the place where you want to enter the first number, and press the appropriate number buttons on the remote.
- Use the LEFT or RIGHT ARROW button to move the highlight to the next place where you want to enter a number. When you are done entering numbers, press SELECT/OK.

Tip: When you highlight a program in the Program Guide, a Themes, Search Results, or Favorites List, use the INFO button to get a description of the program, the names of the actors, and other important details.

Tip: You can quickly change channels by using the NUMBER buttons on the remote. Just enter the numbers for the channel you would like to view next.

dish home Button

Press the DISH button on your remote control to use **dish home Interactive TV**.

Format/Star Button

Press the FORMAT/STAR button to toggle through the available display modes (Normal, Zoom) on widescreen displays.

Recover Button

Press the RECOVER button if you accidentally change the channel or video input on your TV and cannot get the picture back from your satellite receiver. When you press the RECOVER button as described below, the remote control sends commands to your TV to change channels or video inputs to try to get you back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (*See Chapter 4 - Reference* for troubleshooting information). RECOVER only works if the remote control has been set up to control the TV and/or VCR, if connected.

Note: You may need to press the RECOVER button up to 30 times to recover your satellite TV video.

1. Press and hold the RECOVER button until all four mode buttons light, and then let go of the button. The SAT mode button flashes twice and then all four mode buttons flash three times.
2. Press the RECOVER button. Wait for the TV mode button to flash once and then all four mode buttons to flash once.
3. If you see the **System Info** screen, press the SELECT/OK button to close the screen. You have recovered your satellite video.
4. If you do not see the **System Info** screen, repeat steps 2 and 3 until you have recovered your satellite video.

Note: If you have a DISH Network HD monitor, you may be able to use the SAT button instead of the RECOVER button to restore your TV back to watching satellite programming. See your *DISH Network HD Monitor User's Guide* for details. Other buttons on your remote control that do not operate your satellite receiver are reserved for future use.

Changing Channels

There are three basic ways to change channels while watching a program:

- Press the remote control UP or DOWN ARROW buttons to get to the desired channel.
- Use the remote control NUMBER PAD buttons to enter the desired channel number.

- Press the GUIDE button and select a program from the **Program Guide**. See page 38 for more information.

Using the Menus

Menus displayed on the TV screen make using the receiver and selecting programs quick and easy. Use the menus to control the receiver and to use its features, such as setting locks, choosing a program, or creating a **Favorites List**.

Opening the Menus

You can open the menus in either of two ways:

- Press MENU to open the **Main Menu**, then select any of the other menus from the **Main Menu**.
- Use the matching button on the remote control. For example, to open the **Program Guide**, press GUIDE.

Closing the Menus

To close a menu and return to watching a program, press the remote control VIEW TV button, or the remote control CANCEL button.

Note The menu closes if you do not do anything for several minutes. Any unsaved changes you made will be lost.

Menu Options

A menu option looks like this.

Highlighting a Menu Option

To highlight a menu option, use the remote control ARROW buttons to move the on-screen highlight to the menu option. When you do this, the option appears lighter than the other options.

Compare the highlighted menu option with the non-highlighted menu option in the previous example.

Tip: To quickly go to any menu option with a number next to it, just press the number on the remote that matches that option number.

Selecting a Menu Option

When you select a menu option, that option takes effect right away. You can select a menu option in either of two ways:

- If the option has a number next to it, press the number on the remote control NUMBER PAD that matches this number. If you do this, you do not need to highlight the option first.
- Move the highlight to the menu option using the remote control ARROW buttons. Then press the remote control SELECT/OK button.

Lists of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select the **Save** or **OK** option. If you do not want to save any changes, select the **Cancel** option to discard all the changes made in the menu.

There are two types of lists:

- A ***single choice*** list allows you to select *only* one choice at a time. If you select another choice, your previous choice is deselected.
- A ***multiple choice*** list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected.

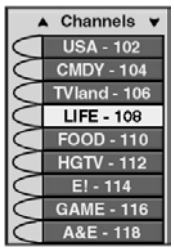
Highlighting a Choice in a Menu List

Use the remote control ARROW buttons to move the highlight to the desired item in the list. The black arrows on the list show where you can move the highlight.

Selecting a Choice in a Menu List

To select a choice in a list, highlight the choice and then press the remote control SELECT/OK button. Make sure you select the **Save** or **OK** option to save your choice. Select the **Cancel** option to discard your choice.

When you highlight a choice in a single choice list, it looks like this. In this example, the **Spanish** option is highlighted.



When you highlight a choice in a multiple choice list, it looks like this. In this example, the **LIFE - 108** option is highlighted.

When you select a choice in a list, it looks like this:

or

Canceling a Procedure

To cancel a procedure, you must press the remote control CANCEL or VIEW TV button before you do the last step of the procedure. If this does not work, you must finish the procedure.

Tip: You can cancel out of any menu option or the Program Guide at any time, and *immediately return to viewing a program* by pressing the VIEW TV button.

Using Text Fields

There are several screens that require you to enter information into areas known as fields. Your receiver has two basic ways to enter the information:

- Virtual Keyboard
- Remote Control NUMBER PAD

Using the Virtual Keyboard

Use the virtual keyboard letters to type the information. Use the LEFT, RIGHT, UP, and DOWN arrows to navigate around the keyboard. Select the characters you want.

Using the Number Pad

Use the letters above the NUMBER PAD on the remote control while the highlight is in the field. For example, when looking for the channel and times to watch *Rudy Fremmel Presents*, you press 7 three times for an R, 8 two times for a U, 3 one time for a D, and 9 three times for a Y to spell the word "Rudy."

While in the Text Field

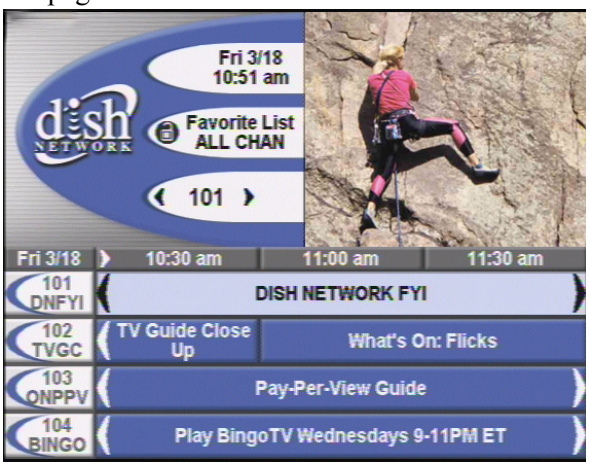
When the cursor is in the text field:

- Press the LEFT ARROW or FORMAT/* to delete characters.
- Press 0 to enter a blank space, such as between words.
- Use the RIGHT ARROW to forward space without deleting characters.

Using the Program Guide

The on-screen **Program Guide** provides a complete listing of the available channels and programs. You can use the **Program Guide** to change channels, to see what programs are scheduled, and to buy Pay-Per-View programs. The **Program Guide** shows which **Favorites List** is active.

- The **Program Guide** displays only the channels in the active **Favorites List** (see page 44).
- **All Chan** - Displays all of the channels in the **Program Guide**.
- **All Sub** - Displays the channels in your subscription.
- **Favorites Lists** - You can add four **Favorites Lists** that show only the channels you want to see. For more information on creating **Favorites Lists**, see page 45.



- A red background behind a channel shows that you have not subscribed to that channel. You cannot tune in to this channel.
- A yellow background behind a channel is for digital off-air channels.
- The **Program Guide** shows programs that are on now and that are scheduled up to two days in advance. The guide does *not* show programs that have ended. You can set up the **Program Guide** to list channels in ascending order, with the highest channel number at the bottom, or in descending order, with the highest channel number at the top. To do this, open the **Main Menu**. Then, select the **System Setup** option. Finally, select the **Channel Order** option, select the **Ascending** or **Descending** option, and select the **Save** option.
- You can set up the **Program Guide** to hide adult channels. See *Hiding Adult Channels* on page 58.
- You can select the rear **RCA Audio and Video** inputs as sub-channels of Channel 0. Select **Channel 0** from the **Program Guide**, then select either **Input 1** or **Input 2**.

Opening the Program Guide

There are two ways to open the **Program Guide**:

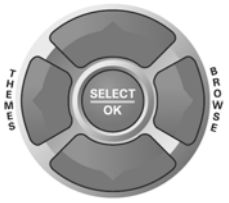
- Press the GUIDE button.

- Press the MENU button and then select the **Program Guide** option.

Selecting a Program in the Program Guide

1. Use the NUMBER PAD buttons to enter the desired channel number. The **Program Guide** displays a block of channels including the one that you just entered.
2. Use the ARROW buttons to move the highlight to the desired program.

   Note: You may press the PAGE UP or PAGE DOWN ARROW button to scan, page by page, through the listing of channels.



3. Press the INFO button for more information about the highlighted program. Press the CANCEL button to return to the **Program Guide**.

4. Press the SELECT/OK button to change to the new channel.

5. You may skip the **Program Guide** forward or backward many hours at one time. To do this, enter the number of hours that you want to skip using the NUMBER PAD buttons. Then press the LEFT or RIGHT ARROW button to move back or forward, respectively. For example: To move forward one day, press numbers 2 and 4, then press the RIGHT ARROW.

Tip: If the program is on some time in the future, the receiver will open the Create An Event Timer menu.

Tip: The Program Guide can display programs scheduled for some time beyond the present, but cannot display programs that have ended.

Using the Program Banner

The **Program Banner** provides information about the program you are watching. The receiver displays the **Program Banner** for a few seconds at the top of the TV screen every time you change the channel or press the remote control VIEW button.

Using the Browse Banner

You can use the **Browse Banner** to change channels, or to see what other programs are available without changing the program that you are watching. The receiver displays information on the program you are watching at the top and **Browse Banner** information at the bottom of the TV screen. Press the UP or DOWN ARROW to see what programs are playing on the channels above or below the one you are viewing. Information on these programs appears at the bottom of the TV screen.

Tip: You can use the Browse Banner to see what other programs are available without leaving the program you are watching.

Note: The **Browse Banner** only displays the channels in the active **Favorites List** that is indicated in the **Browse Banner**. For example, if the **All Chan Favorites List** is active, the **Browse Banner** displays all the channels. If the **All Sub** list is active, the **Browse Banner** displays only the channels in your subscription.

If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the **Browse Banner** does *not* display such channels.

To use the **Browse Banner**:

1. Press the remote control RIGHT ARROW button to open the **Browse Banner** for the program that you are watching.

2. Change the channel:
   - Enter the channel number for the program that you want, using the NUMBER PAD buttons
   - Press the UP or DOWN ARROW button to display the channel that you want.

3. Press the RIGHT ARROW button to display the next program. Press the LEFT ARROW button to return to the current program.

Note: The **Browse Banner** displays programs that are on now. If you press the RIGHT ARROW, it will display information on the program that is on next on the same channel. It does not display information for any other programs in the future and cannot display programs that have ended.

4. You may press the INFO button for more information about the program highlighted.

5. Press the SELECT/OK button to change to the highlighted program.

6. To close the **Browse Banner**, press the remote control CANCEL button. The receiver stays tuned to the program you are watching.

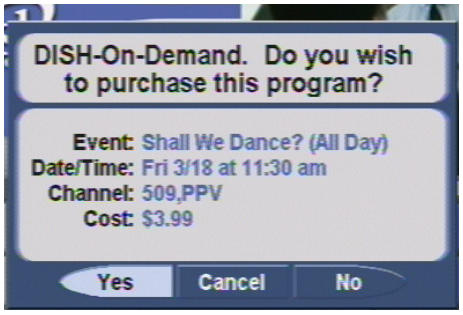
Ordering Pay-Per-View Programs

Tip: If any lock is in effect that covers the Pay-Per-View program, you must enter the password using the NUMBER PAD buttons. As soon as you enter the fourth digit of the password, the receiver highlights OK.

1. Highlight the desired Pay-Per-View program in the **Program Guide**. The Pay-Per-View programs are listed with the channel number as **PPV** in the **Program Guide**.
2. Press the SELECT/OK button.

3. To buy the Pay-Per-View program, select the **Yes** option. The receiver displays a *confirmation* menu. Go on to step 4.

   If you do not want to buy the Pay-Per-View program, press the UP or DOWN ARROW button (if you are watching a program), or select the **No** or **Cancel** option.



4. At the confirmation menu, select the **Yes** option to confirm the purchase. The Pay-Per-View fee will be added to your bill.

   Note: After you confirm an order for a Pay-Per-View program, you cannot cancel the order and you will be billed for it.

Tip: Want to see what movies or sports events are available for viewing? Press the LEFT ARROW button (THEMES button) and use the arrows to move to the theme that interests you. Press SELECT/OK and you'll see what's playing.

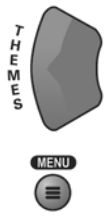
Using Themes and Search

The **Themes and Search** feature of your receiver makes it easy to find programs to watch. This menu allows you to search for programming by themes (movies, sports, etc.) or by key words used in the program information.

Themes

You can list and choose programs by the theme of their contents (for example, just movies or just sports). You can then quickly list programs based on that theme, and choose the program you want.

1. To open the **Themes** menu, press the LEFT ARROW button or press MENU and then select **Themes**.



2. Move through the **Themes** menu by using the ARROW buttons. Choose your category then press the SELECT/OK button.

3. You can then scroll through a page at a time using PAGE UP or PAGE DOWN until you see the program you want in the listing.

4. Use the ARROW buttons to move to your selection and highlight the desired program in the program list.
5. Press the SELECT/OK button to watch the program.

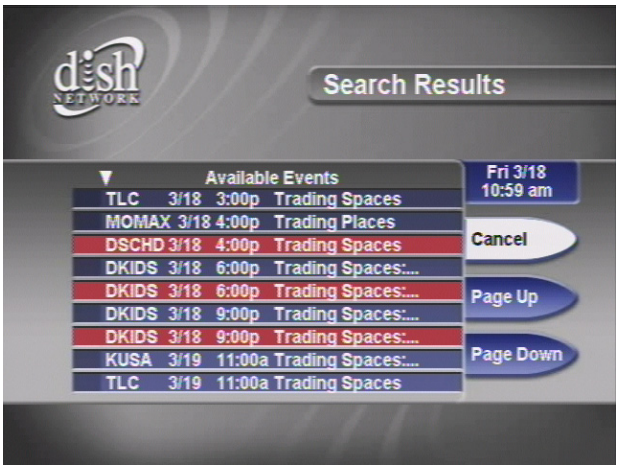
Note: If the program you highlighted is on some time in the future, the receiver will open the **Create An Event Timer** menu. See page 46 for information on using timers.

Search

1. Press the POUND (#) button on the remote control to open the **Search** screen.
2. The **Search** screen displays with a virtual keyboard.

Search
Name : _
A B C D E F G H I J
K L M N O P Q R S T
U V W X Y Z ' - . &
1 2 3 4 5 6 7 8 9 0
SPACE
< BACK
Search Event Titles Only
Search All Event Info
Search
Cancel
Clear
Help

3. Enter the search criteria by using one of the entry methods on page 37.
4. Select **Search**.



5. Use the UP and DOWN ARROW buttons to scroll through the results.

6. Select one of the programs to watch, or select **Cancel** to close the **Search Results** screen.

   Note: If you select a program that is on now, the receiver tunes to that program. If you select a program that is on in the future, you will have to set a timer. See page 46 for more information on event timers.

Using dish home Interactive TV Applications

Press the DISH button on your remote control to use the **dish home Interactive TV**. You can order channels, check the news and weather, and even play games.

Using Favorites Lists

Tip: Favorite lists let you create lists of your favorite channels. Press the GUIDE button until the name of your list appears. This way you can quickly see what programs are playing on just those channels and not every channel in your subscription.

Favorites Lists allow you to display only your favorite channels in the **Program Guide**. You can create and change the lists, adding and removing channels as you wish. Channels saved as favorite channels must be grouped into no more than four lists.

- When you make a **Favorites List** active, the **Program Guide** displays only the channels in that list. Also, the receiver skips channels that are not on the list when you use the remote control UP or DOWN ARROW button to change channels.
- The **All Chan Favorites List** contains all the channels. You cannot make any changes to the **All Chan** list.
- The **All Sub Favorites List** contains all the channels in your subscription. You cannot make any changes to the **All Sub** list, except by changing your subscription.
- Each **Favorites List** has a unique color in the **Program Guide**. You can give each list a name. When you first get the receiver, the four lists are named **List 1**, **List 2**, **List 3**, and **List 4**. The lists are empty until you add channels to them.

Creating or Changing a Favorites List

You can create, add channels to, and remove channels from a **Favorites List**.

1. Press the MENU button.
2. Select the **Favorites** option.

3. Select the **Favorites** List that you want to create or change.
4. Select the **Modify List** option.

   Note: At any time you can select the **Clear List** option to remove all channels from the current list. This does *not* apply to the **All Chan** and **All Sub**.

5. In the **Channels** list, highlight a channel you want to add to the **Favorites List**.

   Note: You can use the NUMBER PAD buttons to enter the channel number, or select the PAGE UP or PAGE DOWN option to move quickly through the list.

6. Press the SELECT/OK button to add the highlighted channel to the **Favorites List**. A check mark appears next to the channel.

7. Repeat steps 5 and 6 until you have added all the channels that you want.
8. To delete a channel from the **Favorites List**, select the channel in the list. The check mark next to the channel disappears.
9. Select the **Save** option to save all changes to the **Favorites List**.

Making a Favorites List Active

If the **Program Guide** is open, press the GUIDE button to select the next **Favorites List**. Press the GUIDE button again to scan through all the available lists.

Tip: If you have not created any Favorites Lists, pressing the GUIDE button switches the receiver between the All Chan and All Sub.

Changing the Name of a Favorites List

1. Press the MENU button.

2. Select the **Favorites** option.

3. Select the **Favorites List** that you want to change.
4. Select the **Edit List Name** option to open the virtual keyboard.

   Note You *cannot* change the name of the **All Chan** or **All Sub** list.
5. Name the **Favorites List** using one of the entry methods described on page 37.

   Note A list *must* have at least one character. Two lists *cannot* have the same name.

   Note At any time, you can select **Clear** to clear the name.
6. Select **Save**.

Using Timers

Event timers let you to set up the receiver to tune in future programs and/or record them on a VCR. An "event" is a program, sports event, Pay-Per-View movie or anything else on satellite TV.

- You can set an *automatic* event timer for a program listed with start and stop times in the **Program Guide**.
- A *manual* event timer lets you set custom start and stop times for a timer.

Note: If you want to have the **Event Timer** record to a VCR, set up the receiver to control the VCR.

Event Timer Types

Reminder - Reminds you that a program is about to start.

Auto-Tune - Reminds you that a program is about to start; tunes the receiver to the program when it begins.

VCR - Reminds you that a program is about to start; tunes the receiver to the program when it begins; starts a VCR to record the program.

Note: You can record only the program to which the receiver is tuned. If you open any menu while recording a program on videotape, the menu will also be recorded. If you change the volume or press the MUTE button, the volume change may be recorded - depending on how your TV and VCR are set up. If a start/stop program time changes by more than 24 hours, the timer will not activate.

Event Timer Frequencies

Once - Applies to a one-time program. If the program time changes, this timer operates at the *new* time. The receiver *deletes* this timer after the timer operates.

Weekly - Applies to a program that is scheduled for once a week on the same channel at the same time on the same day.

Daily - Applies to a program that is scheduled for Monday through Sunday on the same channel at the same time each day.

Mon.-Fri. - Applies to a program that is scheduled for Monday through Friday on the same channel at the same time each day.

Before an Event Timer Operates

Five minutes before an event timer operates, the receiver displays a small blinking "clock" symbol on the TV screen. This symbol disappears when the program begins. While the symbol is displayed, you may do either one of the following:

- Press the remote control CANCEL button to clear the symbol from the TV screen. Pressing the CANCEL button does not cancel the timer.

- Press the remote control INFO button to display an overlay on the screen where you can choose one of three options:

  Select either the **OK** or the **Cancel** option to continue with the event timer, or select **Stop Timer** to stop the event timer.

Note: This stops only this instance of a Mon.-Fri., Daily or Weekly timer. The timer will operate the next time it is scheduled. To stop all operations of such a timer, you must delete the timer. For a Reminder Event Timer, instead of having the option to stop the timer, you have the option to tune to the program.

Setting Up an Automatic Event Timer

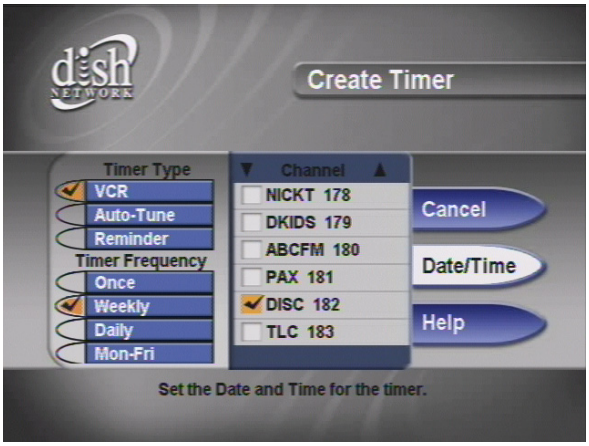
Tip: You may start any timer one minute early. But if you set back-to-back event timers and the second one starts early, the first one will end early. An event timer cannot start early for a Pay-Per-View program. If you try to set a timer for overlapping events, you will get an error message.

1. Select a future program using the **Browse Banner, Themes** menu or the **Program Guide**.
2. Select a **Timer Type** option.
3. Select a **Timer Frequency** option. Notice that a check mark displays in the box selected.
4. Select the **Create** option to save the event timer.

5. The receiver displays a timer symbol in the **Program Guide**, and also when you press the INFO button to get information about the program.

Setting Up a Manual Event Timer

1. Press the MENU button.
2. Select the **Timers** option.
3. Select the **Create** option. The receiver displays the **Create Timer** screen.



Tip: Use the Program Guide or your printed television guide to see when the program(s) starts and stops — before you go to the Set Date/TIme for a Manual Timer.

4. Select a **Timer Type** option.
5. Select a **Timer Frequency** option.
6. Select a channel:

- Highlight a channel using the UP or DOWN ARROW button. Then, press the SELECT/OK button.
- Enter a channel number using the number buttons.Then, press the SELECT/OK button.

7. Select the **Date/Time** option. The receiver displays the **Set Date/Time for Manual Timer** menu.

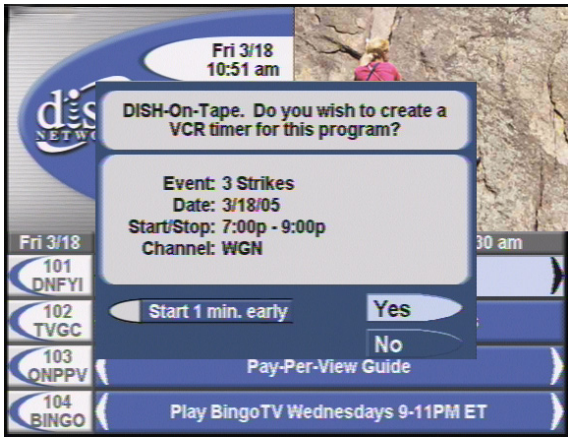
8. Use the NUMBER PAD buttons to enter the **Start Time** (this includes selecting **AM** or **PM**) and the **End Time** (this includes selecting **AM** or **PM**).
9. Use the NUMBER PAD buttons to enter the **Date**.
10. Select the **Create Timer** option.
11. To create another event timer select the **Create** option again.

Note: You cannot set a manual event timer for a Pay-Per-View event.

Quick Record

You can quickly create a one-time *VCR Event Timer* by doing the following:

1. Highlight a future program in the **Browse Banner** or the **Program Guide**.
2. Press the RECORD button. The receiver displays a popup asking you if you want to record the program.

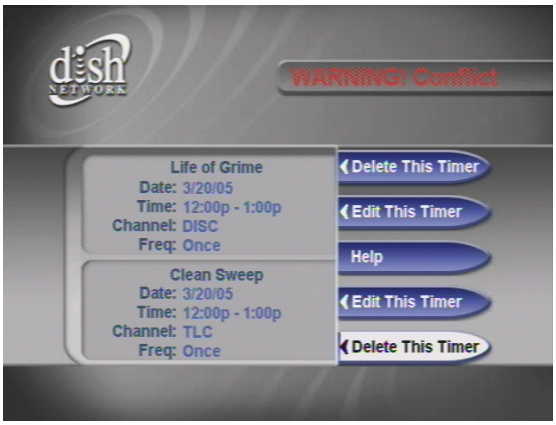


3. Select **Yes**.

Tip: For this record function to work, you must set up the receiver to control your VCR. See the section *Control a VCR or a DVD Player* later in this chapter for more information.

Overlapping Event Timers

If you try to create event timers for overlapping programs, the receiver displays a menu with the dates and times of both programs. The receiver also displays this menu if a program time has changed, causing one timer to overlap another. You must delete or edit one of the timers.



Tip: The receiver deletes the Frequency: Once event timers when they operate. You must delete all other types of event timers yourself.

Maximum Number of Event Timers

You cannot create an unlimited number of event timers. If you try to create too many, the receiver displays a menu giving you the option to delete an existing timer. If you do not delete an existing timer, you will not be able to create any new ones.

Editing an Event Timer

- You can edit almost any feature of an event timer.
- You can edit both automatic and manual event timers.
- Editing an automatic event timer converts the timer to a manual event timer that operates at the times you set, not the actual program times.

1. Press the MENU button.

2. Select the **Timers** option.

3. The receiver displays the **Timers** menu.
4. Select the event timer that you want to edit. A check mark appears in the box next to the event timer. Select the **Edit** option.

5. You may change the **Timer Type**, **Timer Frequency**, or **Channel**. To do this, select each option that you want.

Tip: Remember that editing an automatic event timer converts the timer to a manual event timer. This is why the receiver displays the Edit a Manual Event Timer menu.

6. If you want to change the **Start Time**, the **End Time**, or the **Date**, select the **Date/Time** option to display the **Set Date/Time**. Otherwise, skip to step 9, below.

7. Use the NUMBER PAD buttons to enter the **Start Time** (this includes selecting **AM** or **PM**) and the **End Time** (this includes selecting **AM** or **PM**).
8. Use the NUMBER PAD buttons to enter the **Date**.
9. Select the **Create Timer** option.

10. To edit another event timer either highlight that timer and select the **Edit** option again, or if you do not want to edit another event timer, press the CANCEL button.

Deleting an Event Timer

1. Press the MENU button.
2. Select the **Timers** option. The receiver displays the **Timers** menu.

3. Select an event timer that you want to delete. A check mark appears in the box next to the event timer.
4. Move to **Delete** and press SELECT/OK on the remote.

5. Repeat these instructions for any other timer(s) that you want to delete.

Special Consideration When Using Event Timers

For Locked Programs - You must enter the receiver password before you can create an automatic event timer. You can create a manual event timer for a locked program without entering the password. However, if you do this, when the event timer operates the receiver may display only an error or password entry menu. If you have set a VCR Event Timer, the VCR will record only that menu.

For Pay-Per-View Programs - You must order a Pay-Per-View program before you can create a timer for it.

For Blacked Out Programs - If you set a timer for a program that is blacked out in your area, when the event timer operates the receiver may display only an error. If you have set a **VCR Event Timer**, the VCR will record only that error message.

Event Timer Performance when the Receiver is Off

If the receiver is off at the time an **Auto-Tune** or **VCR Event Timer** is scheduled to operate, the receiver will turn on. Once the event has ended, the receiver will turn off, unless you pressed any remote control or receiver front panel buttons during the time that the timer was active.

If the receiver is off at the time a **Reminder Event Timer** is scheduled to operate, the timer will turn the receiver on and tune it to the channel you last watched. The receiver will then display the reminder menu. You will have a few seconds to respond. If you do not respond to the reminder menu, the receiver will turn off.

Setting Up the Receiver to Control a VCR

To use VCR Event Timers, you must connect the receiver back panel audio/video outputs to the audio/video inputs on the VCR.

To use VCR Event Timers, you must set up the receiver to control the VCR (see below). If the receiver cannot control the VCR, use an *Auto-Tune Event Timer* to tune the receiver to the channel you want to record. Use the timers built into the VCR to start and stop the VCR at the right times.

Setting Up the Receiver and VCR to Use a VCR Event Timer

The receiver front panel IR Blaster sends an IR signal to control the VCR. This signal is strong enough to bounce off walls or other objects on its way to the VCR. However, shelves or smoked glass doors between the receiver and the VCR may block the signal. If the signal has to cross a very large room, or bounce off curtains, it may not be strong enough to control the VCR. For best results, make sure nothing blocks the signal.

The receiver starts the VCR recording, but does not turn on the VCR. Make sure you leave the VCR turned on. You must also have a videotape in the VCR.

1. Make sure the VCR is connected to one of the receiver outputs and is set to display on your TV. Consult your VCR user's guide.
2. Get the VCR device code from the table in Chapter 5.
3. Press the MENU button.

4. Select the **System Setup** option, then the **Installation** option, then the **VCR Setup** option.

5. Enter the first 3-digit code number from the table using the NUMBER PAD buttons.
6. Make sure the VCR is turned on. Insert a video tape.
7. Select **Test**. The receiver displays a message warning you to make sure the VCR is turned on.
8. Press the SELECT/OK button to start the test. Your VCR records for a few seconds, stops, and then rewinds. The receiver displays a message saying that your VCR test is complete. Follow the instructions on the message.

9. If your VCR did not do the test, enter another code from the table, and then repeat steps 2 through 6.
10. When you have found the correct VCR code select the **Save** option to save the VCR code you entered, and return to the **Installation and Setup** menu.

Using Locks

First you set the locks; then you lock the receiver. You must lock the receiver in order to put any locks into effect. If you unlock the receiver, leave the locks unchanged, and then lock the receiver again, the same locks will be in effect as before.

How to Set Locks: A Two Step Process

1. Create the locks that you want.
2. Lock the receiver.

   Once the receiver is locked, anyone who wants to access locked items *must* enter the password.

When You Have Locked the Receiver

If you try to access a locked item or open the **System Locks** menu, the receiver displays a message prompting you to enter the password.

The receiver allows you three tries to enter the correct password. If you fail to enter the correct password, the receiver does not allow more tries for several minutes.

If you enter the correct password, you can access the locked item or open the **System Locks** menu.

If you exit a locked item or close the **System Locks** menu, you *must* enter the password again to access the item or open the menu again.

If you forget your password, you will need to call the Customer Service Center. You may need to provide the following information: (1) your name; (2) your address; (3) your telephone number; and (4) the receiver information.

Locking and Unlocking the Receiver

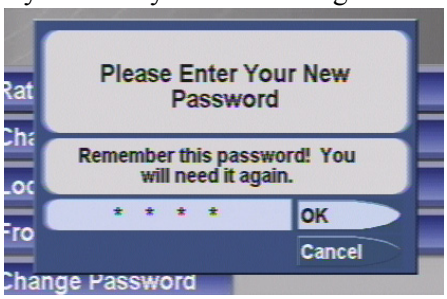
You must lock the receiver for any receiver **System Locks** you set to take effect. To lock the receiver, you must first create a password. If you forget your password, you will need to call the Customer Service Center.

1. Press the MENU button to display the **Main Menu**.
2. Select the **Locks** option to display the **System Locks** menu.

3. Select the **Lock System** or **Unlock System** option as appropriate. The receiver displays a message prompting you to enter a password.

   Note: If this option appears as **Unlock System**, the receiver is already locked. If this option appears as **Lock System**, the receiver is unlocked.

4. Enter and verify a password, using the NUMBER PAD buttons. The receiver displays stars as you enter the digits of the password.



5. ***Memorize your password!*** From now on, you must enter this password to lock or unlock the receiver.
6. Highlight and select the **OK** option. Re-enter the password. All the locks you have set are now in effect.

Creating or Changing Ratings Locks

Be aware of the following: The locks use the ratings that the original program providers assigned to the programs. The actual content of the programs may differ from their assigned ratings. No rating system can guarantee that all objectionable material is screened out. Like all other locks, these locks are only in effect when the receiver is locked. You can lock any program, including Pay-Per-View programs. The locks built into some televisions do not apply to satellite programs. Television program ratings differ from movie ratings.

Use these instructions to set program locks based on ratings. Then, when the receiver is locked, *only* someone who knows the password can watch these programs.

1. Press the MENU button.

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT/OK button.

3. Select the **Ratings Locks** option.

4. Select the rating that corresponds to the lowest acceptable audience age.

Note: All ratings that are more restrictive than the selected rating are also selected. For example, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.

5. Select the expanded rating code(s), if you want to also lock these ratings.
6. To unlock a rating code, highlight the code and press SELECT/OK.
7. Select the **Save** option to save the changes.
8. If the receiver is not locked, you must lock it to put the locks you just created into effect.

Creating or Changing Channel Locks

You can lock any channel, including Pay-Per-View channels.

1. Press the MENU button.

2. Select the **Locks** option.

3. If the receiver is locked, enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT/OK button.
4. Select the **Channel Locks** option.

5. Highlight the channel that you want to lock. If necessary, press the UP or DOWN ARROW button to see the desired channel. You can also enter each channel number using the NUMBER PAD buttons.

6. Press the SELECT/OK button to lock or unlock the highlighted channel. If the checkbox next to the channel has a checkmark, the channel is locked.
7. Select the **Save** option to save the changes.
8. If the receiver is not already locked, you must lock it to put the locks you just created into effect.

Locking or Unlocking the Front Panel Buttons

This lock keeps anyone from changing the channel using the front panel buttons, but it does *not* lock the remote control buttons.

To lock the receiver front panel buttons, do the following:

1. Press the MENU button.

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT/OK button.

3. Select the **Front Panel Lock** option.

4. A message will display asking whether you want to lock or unlock use of your front panel buttons. Select the **Yes** option as appropriate.
5. If the receiver is not locked, lock it to put the lock you just created into effect.

Unlocking or Locking Pay-Per-View Programs

Tip: If this option appears as Unlock PPV instead, Pay-Per-View programs are already locked.

Tip: If the receiver displays a message prompting you to enter a password, it already has been locked.

This feature locks or unlocks all Pay-Per-View channels.

You also can lock one or more Pay-Per-View channels by using channel locks or rating locks.

1. Press the MENU button.

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT/OK button.

3. Select the **Lock PPV** or **Unlock PPV** option as appropriate.
4. If the receiver is not locked, you *must* lock it to put the lock you just created into effect.

Hiding and Showing Adult Channels

This lock keeps the **Program Guide**, **Themes** lists, and the **Browse Banner** from displaying adult channels. It keeps anyone from choosing such channels by using the UP or DOWN ARROW buttons or the remote control NUMBER PAD buttons.

To hide adult channels, do the following:

1. Press MENU and then select **Locks**.
2. Select **Hide Adult** or **Unhide Adult** as approprate..
3. Lock the receiver.

Changing the Receiver Password

1. Press the MENU button.

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

3. Press the SELECT/OK button.
4. Select the **Change Password** option.
5. Enter the *current* password using the NUMBER PAD buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

6. Press the SELECT/OK button.
7. Enter the *new* password using the NUMBER PAD buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
8. Select the **OK** option to change the password.
9. Enter the *new* password again, using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT/OK button.

   Memorize the new password. From now on, you *must* enter this password to lock or unlock the receiver.

Using Caller ID

Caller ID displays on your TV the names or phone numbers of people as they call you *if you subscribe* to Caller ID from your local phone company. To use this feature, make sure you have a phone line connected to the receiver and that the **Caller ID** feature is enabled. After you turn on **Caller ID**, it stays on until you decide to turn it off.

Note For best performance, make sure your system is properly grounded.

Caller ID Screens

When you receive a call, you will see a **Caller ID** popup screen.

You can select **OK** to eliminate the message. If you do nothing, it will disappear after 20 seconds.

If you are in a menu when a call comes in, you will see a different **Caller ID** popup screen.

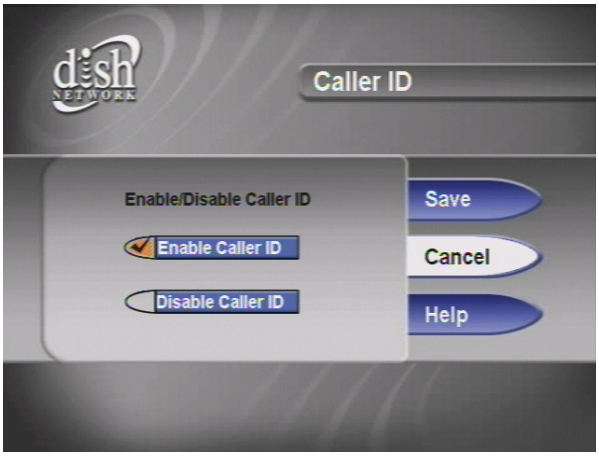
To Turn the Caller ID On and Off

1. Press MENU.

2. Select the **System Setup** option.

3. Select the **Installation** option.

4. Select the **Caller ID** option. The following screen will display.



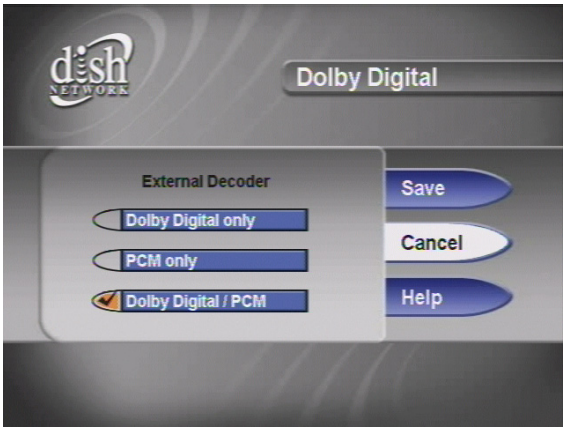
5. Select **Enable Caller ID** or **Disable Caller ID**.
6. Select **Save**.

Advanced Features

Setting Up Digital Audio

You must have a capable amplifier/decoder to use Dolby®Digital sound. The receiver has a built in Dolby Digital adapter and also supports Linear PCMA (regular mono or stereo sound).

- Press MENU 6-8 for the Dolby Digital Setup menu.
- Select the mode to support your home theater system digital audio input.
- Select the **Save** option.



The TV audio will continue to run normally even if the program broadcast does not use Dolby Digital sound. You may want to lower the volume on the TV for best results when changing between programs.

Note: Be sure to select only a mode supported by your amplifier.

Note: Digital audio formats are controlled by the programmer. Not all modes are supported on all programs.

Note: Some satellite HD programs feature Dolby Digital audio even though the **Program Guide** does not show the (DD) symbol for such programs.

Closed Captioning

The receiver supports several closed captioning formats. Captioning is carried to the TV by the **DISH DVI** and **YPBPR** outputs for each format and displayed as long as captioning is turned on.

The **RCA** video and **S-VIDEO** outputs carry standard closed captioning, but they require a closed captioning compatible TV to decode and display the information on the screen. Standard definition display of closed captioning is a function of the TV and *not* the receiver.

Note: Closed captioning information is provided by the programmer and is only displayed if it is a part of the signal provided to DISH Network.

To enable closed captioning on HD displays:

1. Select MENU 6-9 to open the **Closed Captioning Settings** menu.
2. Choose the option to turn captioning on.
3. Select **Save** before exiting the menu to store your selection.

Screen Adjustments

You can customize the way the receiver video displays on your monitor.

HD Display

You can easily change the format of the HD display output (called the aspect ratio). To choose between the 16 x 9 widescreen format and the two 4 x 3 screen formats, as well as the output resolution:

1. Press MENU 6-1-9 and select the configuration you want.
2. Select **Save**.

The available display modes for the HD and the SD outputs on their displays may be selected independently. This feature allows you to control the viewing format of programs in **Normal**, **Grey Bar**, **Stretch**, **Partial Zoom**, or **Full Zoom**. To change the format, while watching TV:

- Press the PAGE UP button on the remote to change through the available options on the HD output.
- Press the PAGE DOWN button on the remote to change through the available options on the SD output.

Only supported options for the type of program and the output in use are displayed. You can keep pressing the PAGE UP or PAGE DOWN button until you reach the display format you like. The receiver will remember the last selected output format independently for each type of output and program type. The selected display format will be displayed in the view banner when changing to a new channel.

Screen Positioning

If you need to adjust the position of the video on the HD display screen:

1. Press MENU 6-1-9.
2. Select **Adjust**.
3. Use the ARROW buttons on the remote to change the vertical and horizontal positions of the video and menu images on the screen.
4. Press SELECT/OK to save the setting.

Note: Not all HD monitors permit this feature to operate as they may provide automatic positioning that will conflict with settings on the receiver.

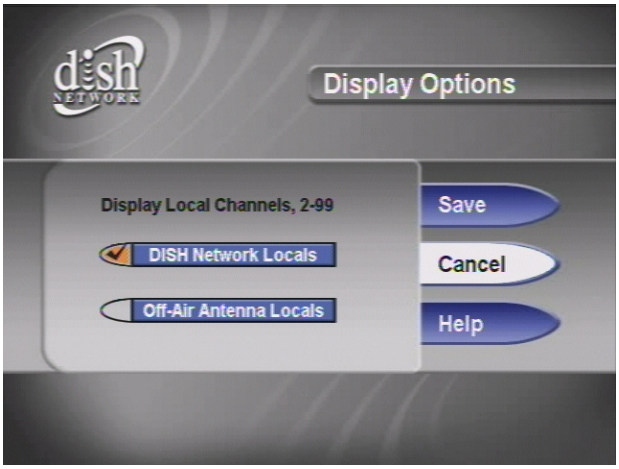
Display Options for Local Channels

If you have not yet connected an off-air antenna or cable source to the receiver, first see *Initial Set Up for Off-Air Broadcasts or Cable* on page 25 for details.

You can set up your local channels in the **Program Guide** for viewing either with your local channel numbers or the DISH Network four digit numbers. Digital off-air channels will always be displayed in the 2-99 channel range.

To display the options available for local channels 2-99:

1. Select **Display Options** on the **Local Channel Setup** screen (6-1-5 on your remote).



2. Select one of the following:
   - **DISH Network Locals** to display your subscribed DISH Network locals at the broadcast channel number.
   - **Off-Air Antenna Locals** to display the local analog channels from your off-air antenna at the broadcast channel number. Your subscribed DISH Network locals will remain at the four digit channel number designation.

Changing Program Languages

You may be able to change the language of some programs. An alternate language may not be available for all programs. Some programs, such as movies, show at the start whether an alternate language is available. An alternate language applies *only* to the audio part of a program and does *not* change the language used in the menus displayed by the receiver.

1. Press the MENU button.

2. Select the **System Setup** option.

Tip: You can choose an alternate language (if available) but this applies only to the audio part of a program and does not change the language used in the menus displayed by the receiver.

3. Select the **Alternate Audio** option.

4. Select the language you want in the **Languages** list.

   Note: **Alternate** provides visually-impaired customers with a visual description of the program, if available.

5. Select **Save** to save your language choice. The receiver displays the **System Setup** menu.
6. Press VIEW TV to exit the **System Setup** menu.

Control Other Devices with the Remote

Tip: You can program the remote that came with your receiver to control the receiver and up to three other devices.

Remote Control Modes

You can set the remote to four different modes to control the receiver or other devices. This section explains how to set up the remote to control a device, such as a satellite TV receiver, a TV, a VCR, a DVD player, a tuner, or an amplifier.

To set the remote to the right mode for a device, use the remote control's mode buttons, SAT (satellite receiver), TV, VCR (for a VCR or a DVD player), and AUX ("auxiliary," for a DVD player, or an audio amplifier). To change the mode, press the button for the device you want the remote to control. The mode button flashes once to show you've set the remote to that mode.

Limited Mode

You can program your remote control in Limited Mode to keep from accidentally changing the channel on your TV or VCR. When you use the remote to control your TV in Limited Mode, you will only be able to use the POWER, MUTE, and VOLUME buttons. Also, when you use the remote to control your VCR in Limited Mode, you will only be able to use the POWER and VCR tape control buttons.

The section *Set Up the Remote Control* has a step that tells the remote control to go into Limited Mode.

Note: Limited Mode is not used with cable boxes or amplifiers.

Combination Devices

If you are programming the remote to control a combination device, such as a TV/VCR or a TV/DVD, program the remote control in one mode, and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using code 748, follow the instructions to program the remote to control the TV using code 748, and then repeat the instructions for the VCR using the same code.

Set Up the Remote Control

You can set up the remote to control other devices using the device codes listed on page 86. In the following instructions, the column on the left contains the instructions and the column on the right provides additional information.

Instructions	Additional Information
1. Turn the device on.	Use the device's front panel buttons or its remote control.
2. Find the brand name of the device in the tables starting on page 86.	If the brand isn't listed, see *Setting Up Using Device Codes Scan* on page 86.
3. Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
4. *For AUX mode only.* Press 0 for a second TV, or 1 for a second VCR, or 2 for a tuner, or amplifier.	This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, continue to step 5.
5. Enter one of the three-digit device codes from the table using the NUMBER PAD buttons.	The three-digit device code should be for the brand name of your device that you found in step 2.
6. If you want to program Limited Mode, press 1. If not, skip to step 7.	See *Limited Mode* for more information.
7. Press POUND (#).	If you entered the code correctly, the mode button flashes three times.
8. Press POWER to turn off the device. If the device does not turn off, go to step 10.	If the code works, the device should turn off.
9. Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here.	Sometimes POWER works when other buttons don't.
10 If the code doesn't work, redo steps 3 through 9 with another device code from the tables.	Try every code listed for your brand until one works for your device.

Instructions		Additional Information
11	If you can't find a code that works try, *Setting Up Using Device Codes Scan* that follows.	

Scan for Device Codes

If the code for your device is not listed in the device codes on page 86, use this procedure to scan the remote control's memory for the device code. In the following instructions, the column on the left contains the instructions and the column on the right provides additional information.

Instructions		Additional Information
1.	Turn the device on.	Use the device's front panel buttons or its remote control.
2.	Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light will flash.
3.	*For AUX mode only.* Press 0 for a second TV, or 1 for a VCR or DVD player, or 2 for a tuner, or amplifier. Press the STAR (*) button.	This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 4.
4.	Press the POWER button.	This puts your remote in the scan mode.
5.	Press the either the UP or DOWN ARROW button repeatedly until the device turns off.	As you press the UP or DOWN ARROW button, the remote is trying each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work. **Note** The mode button for the device will flash rapidly eight times when you've scanned all the codes for that device.
6.	Press the POUND (#) button.	This stores the code you found.

Instructions	Additional Information
7. Turn the device back on and try some other appropriate buttons to make sure they work.	Press the POWER button to turn the device back on. Try some other buttons to make sure they work. Sometimes, the POWER button works when other buttons don't.
8. Repeat this procedure until you've tried all the codes.	You may need to repeat the scan to find the best code for your device.

Check the Device Codes

You can find out what device code you've set for each remote mode. In the following instructions, the column on the left contains the instructions and the column on the right provides additional information.

Instructions	Additional Information
1. Press and hold the appropriate mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
2. Press the POUND (#) button twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero.	For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.
For AUX mode: The first group of flashes tells you what the AUX mode controls. A quick flash (zero) before the three-digit code is for a TV; one regular flash is for a VCR; and two flashes is for a tuner, or amplifier.	For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.
For Limited Mode: If you have programmed a TV or VCR in Limited Mode, the mode button flashes once at the end of the flash sequence.	For example, if the TV code is 570, the TV flashes five times, pauses, flashes seven times, pauses, flashes once quickly, and then flashes once (indicting Limited Mode).

Control a TV (or a Second TV)

TV Mode Button

To use the remote to operate a television, you must press the TV mode button to set the remote to TV mode. The TV mode button's back light turns ON to show that the remote is set to TV mode. Make sure to keep the remote in TV mode to use the buttons as described in this section.

Input Button

If the TV has video input options, use this button to switch the TV among those options.

Power Button

Press the TV POWER button to turn the television ON or OFF.

Mute Button

Press the MUTE button to turn off the sound. Press the button again to restore the sound.

Volume Button

Press the minus (-) side of this button to lower the sound volume. Press the plus (+) side of this button to raise the sound volume.

Select/OK Button

The SELECT/OK button works as the Enter button for a TV.

Up/Down (Arrow) Buttons

Use the UP/DOWN ARROW buttons to change channels on the TV.

Recall Button

Press the RECALL button to return to the last channel you were watching. Press it again to switch between the last two channels that you watched.

Number Buttons

Use the NUMBER buttons to enter numbers in a menu, or to go directly to a new channel.

Control a VCR or a DVD Player

Some of the features described below may *not* apply to the device. See your device owner's manual for details about its features. If a remote control button is *not* described in this section, it does *not* work in VCR mode.

VCR Mode Button

To use the remote to operate a VCR or DVD player, first set up the remote as described on page 65, then press the VCR mode button to set the remote to VCR mode. The VCR mode button's back light turns ON to show that the remote is set to VCR mode. Make sure to keep the remote in VCR mode to use the buttons as described in this section.

Use the remote control's VCR mode to control a DVD player.

Power Button

Press the blank POWER button to turn the VCR or DVD player ON or OFF.

VCR/DVD Buttons

- Press the PLAY button to play, or to resume playing, a videotape or DVD.

- Press the STOP button to stop a videotape or DVD.

- Press the BACK button to rewind a videotape or reverse a DVD.

- Press the FORWARD button to forward a videotape or DVD.

Tip: To operate another device such as a VCR, set up the remote to control the VCR, and then press the VCR mode button on the remote.

- Press the RECORD button to start recording on a VCR.

- Press the PAUSE button to pause a videotape or DVD. Press this button or the PLAY button to restart the videotape or DVD.
- **Note**: On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

Page Up and Page Down Buttons

Use the UP ARROW and DOWN ARROW buttons to change channels on a VCR.

Note: These buttons change the off-air channels only.

Number Pad Buttons

- **VCR** - Use these buttons to enter channel numbers.
- **DVD** - Use these buttons to enter menu numbers.

Control a Tuner or Amplifier

Some of the features described below may *not* apply to your tuner or amplifier. See the device owner's manual for details about the device's features. If a remote control button is *not* described in this section, it does *not* work for a tuner or amplifier.

AUX Mode Button

To use the remote to operate a tuner or amplifier, first set up the remote to control the device as described on page 65, then press the AUX mode button to set the remote to AUX mode. The AUX mode button's backlight turns ON to show that the remote is set to AUX mode. Make sure to keep the remote in AUX mode to use the buttons as described in this section.

Power Button

Press the blank POWER button to turn the tuner or amplifier ON or OFF.

SELECT/OK Button

This SELECT/OK button works as the Input Select button for a tuner or amplifier.

Up/Down (Arrow) Buttons

Use UP/DOWN ARROW buttons to change channels on the tuner or amplifier.

Mute Button

Press the MUTE button to turn off the sound. Press it again to restore the sound.

Volume Button

Press the minus (-) side of this button to lower the sound volume. Press the plus (+) side of this button to raise the sound volume.

Switching Between TV and Device Volume Control

When you set up the remote to control a TV, the MUTE and VOLUME buttons control the TV volume. However, if you want to use the AUX mode to control a tuner or amplifier and the device has a volume setting, you can set up the remote to control the device's volume instead of the TV volume.

Set the Remote to Control the Device Volume

1. Press and hold the AUX mode button until all the other mode buttons light, then release.

2. Press the POUND (#) button.

3. Press the plus (+) side of the VOLUME button.

4. Press the 0 number button.

5. Press the POUND (#) button.
   The AUX mode button flashes three times.

6. Press the SAT mode button.

7. Press the plus (+) and minus (-) sides of the VOLUME button. The device's volume changes and the AUX mode button lights instead of the TV mode button.

Set the Remote Back to Control the TV Volume

1. Press and hold the TV mode button until all the other mode buttons light, then release.

2. Press the POUND (#) button.

3. Press the plus (+) side of the VOLUME button.

4. Press the 0 number button.

5. Press the POUND (#) button.
   The TV mode button flashes three times.

6. Press the SAT mode button.

7. Press the plus (+) and minus (-) sides of the VOLUME button.
   The TV's volume changes and the TV mode button lights instead of the AUX mode button.

Teaching Another Remote

Your DISH Network receiver can pass certain functions through from the original receiver remote to another remote.

Note: Although most learning remotes are compatible with the **Teach Remote** option featured in your DISH Network receiver, there may be a few that are not. Consult your universal learning remote user's guide for details.

The Remote Teaching Sequence

Follow these steps to teach (program) a universal learning remote from the remote supplied with your satellite receiver.

Note: The universal learning remote is not supplied with your receiver. You can purchase it separately at an electronics supply store.

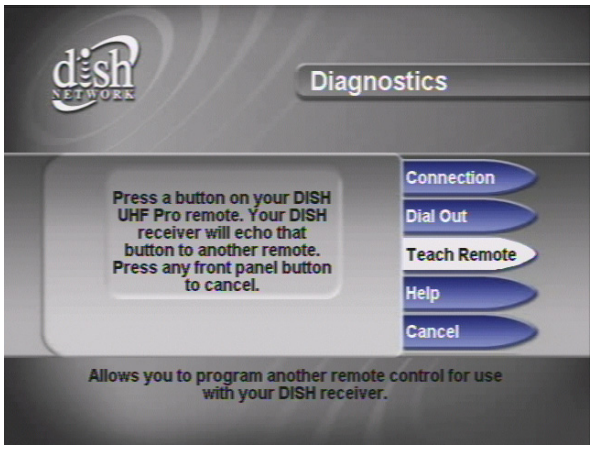
1. Press the MENU button.

2. Select the **System Setup** option.

3. Select the **Diagnostics** option. The receiver displays the blank **System Diagnostic Tests** screen.

4. Select the **Teach Remote** option. The receiver displays a pop up screen warning that you must press any button on the front panel in order to quit the teaching mode.

5. If you want to continue, select the **Yes** option. The receiver now displays the **System Diagnostic Tests** screen containing further instructions.


Diagnostics
Press a button on your DISH UHF Pro remote. Your DISH receiver will echo that button to another remote. Press any front panel button to cancel.
Connection
Dial Out
Teach Remote
Help
Cancel
Allows you to program another remote control for use with your DISH receiver.

6. Aim both remotes at the receiver. Press one button at a time on your DISH Network remote, while pressing the button to be taught on the universal learning remote at the same time. Repeat this process for each button you want to be taught to the learning remote.

   Note: Any button on the DISH Network remote that is not used with your DISH Network receiver, will not teach the universal learning remote.

7. You can quit the teaching mode at any time by either of the two following methods:

   - Press any front panel button on your receiver.
   - Leave the receiver alone for at least three minutes.

8. The receiver again displays the blank **System Diagnostic Tests** screen. You can cancel out of this screen back to your original viewing screen.

Resetting the Receiver to Factory Defaults

Use these instructions if you want to reset the receiver to be the same as when it was shipped.

Note: Resetting the receiver to factory defaults discards all Favorite Lists *except* the **All Chan** and **All Sub** lists.

Note: If you have set *any* locks on the receiver, and the receiver is locked, these locks will be kept. If the receiver is unlocked, any such locks will be lost. You *cannot* reset the receiver to default settings to discard a password you have forgotten. Only the Customer Service Center can reset the receiver to bypass a receiver lock.

1. Press the MENU button.

2. Select the **System Setup** option.

3. Select the **Installation** option.
4. Select the **Factory Defaults** option.The receiver displays a **Warning** message, prompting you to confirm that you want to reset the receiver.
5. Select the **Yes** option to confirm the reset. The receiver resets, and then displays the **Installation and Setup** menu.

Troubleshooting Tools

Your receiver has diagnostic tools that a Customer Service Representative may ask you to use if you should ever run into problems while using your equipment. Even though these tools are quite helpful, it is recommended that you only use them when on the phone with a DISH Network representative.

Resetting Your Receiver

Reset your receiver as directed by the Customer Service Representative as follows:

1. Press and hold the front panel POWER button four to six seconds.
2. Let go of the front panel POWER button.

It will take a few minutes for your receiver to reset and come back on. When you reset your receiver, your receiver may have to download an updated **Program Guide**. If this is the case, it may take a little longer for the receiver to come back on.

Diagnostics

This test make sure that the receiver telephone connection is correct. Select the **Connection** option to begin the test. The receiver displays a message asking you to wait until the test is done.

- If the telephone connection is correct, the receiver displays a **Phone Connection OK** message.
- Select the **Dial Out** option so the receiver can make a toll-free call to the Customer Service Center. Press the SELECT/OK button to start the call. When the call is done, select the **Cancel** option to exit the test menu.
- If the telephone line is not connected properly, the receiver displays a failure message. Check the telephone connection and then repeat the test.

Note: If you have the receiver connected to a DSL (Digital Subscriber Line) phone line, it may cause this test to fail. If so, you will need to install a DSL filter between the receiver and the phone jack on the wall. You can get a DSL filter from your Internet Service Provider or a local electronics parts store.

1. Press the MENU button.
2. Select the **System Setup** option.
3. Select the **Diagnostics** option.

Point Dish and Check Switch

The **Point Dish** and **Check Switch** screens are helpful to the Customer Service Representatives. You may be asked to display these screens when you call DISH Network. Even though there are items that can be changed, only change them when specifically directed by a Customer Service Representative.

1. Press MENU.
2. Select **System Setup**.
3. Select **Installation**.
4. Select **Point Dish**. This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen tells you the signal strength. Green is a good signal, while red indicates the signal is not acceptable or is from the wrong satellite.
5. Select **Check Switch** to display the **Installation Summary** screen. The **Installation Summary** screen tells you if you are receiver signals from the satellites and which multi-dish switches you have installed, if any.
6. Select **Test** only if directed by the Customer Service Representative.
7. Select **Done**.

QAM Installations

If you live in an apartment, condominium or other clustered housing, your television signal is transmitted to you through master multiplexing distribution equipment located in a central area in your dwelling complex. This distribution equipment is owned and maintained by the dwelling complex owners or managers.

Note: Do not change the setting on this screen unless otherwise directed.

Sat/QAM Mode Setup
WARNING! Changing this setting could cause the receiver to operate incorrectly.
Satellite Mode
QAM Mode
Save
Cancel
Help
Satellite Mode should be used for a dish connection. QAM Mode should be used for Multiple Dwelling Unit installs only.

Chapter 4

Reference

Troubleshooting Tables

Use these tables if you have problems using the system *before* calling the Customer Service Center. Many problems arise from misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *Guide* that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
    - Read the *What's Happening* column until you find the problem.
    - Read the information in the *Possible Reason* column.
    - Try each of the suggested solutions in the *What to Do* column.
3. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see *www.dishnetwork.com*.

Note: Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the *Important System Information* menu to find these numbers (See *Ordering your Programming*). Also, write down any error messages that the receiver displays on the television screen.

On-Screen Messages

This table describes some on-screen messages in the order of their *message numbers*. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

Message Number	Possible Reason	What to Do
001	There may be a problem with the multi-dish switch.	Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, call the Customer Service Center for help.
002	Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.	Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the **Point Dish/Signal** menu. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.	Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. Check the dish-to-receiver cable run length; if it is over 200 feet on your DISH Pro system, (100 feet with a Legacy system) call your dealer or installer. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the **Check Switch** test.
005	The receiver may not yet have been electronically linked with the Smart Card, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the **Signal Strength** bar in the **Point Dish/Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
006	The receiver may not be connected to an active telephone line. The Smart Card credit limit may have been suspended.	You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. Review your Pay-Per-View purchases to check the Smart Card credit limit.
008	Phone signal not working correctly.	If connected with DSL phone line, install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.
011, 012	Viewers in specific areas are prohibited from watching certain programs. *For example*, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	Remember that the program providers specify which programs are "blacked out" for which viewers, *not* DISH Network.
013, 014	You may have tried to tune to a program on a channel which you have not bought.	You *must* buy a channel *before* you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.

015	You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.	Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the **Signal Strength** bar in the **Point Dish/Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish.
018	The receiver may not be connected to an active telephone line. The Smart Card credit limit may have been exceeded.	You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. Review your Pay-Per-View purchases to check the Smart Card credit limit. Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.
022	The receiver may not yet have been electronically linked with the Smart Card, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the **Signal Strength** bar in the **Point Dish/Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
026	The receiver may have temporarily lost the satellite signal.	Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the **Signal Strength** bar in the **Point Dish/Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish.
028	The receiver may need to get new software before you can use it to order Pay-Per-View programs.	Turn the receiver off. Doing this allows the receiver to "download" new software via the satellite signal. The download may take several minutes; do *not* disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.
059	You may have tried to close an installation menu without having done the **Check Switch** test.	If your setup includes a multi-dish switch, you *must* do the **Check Switch** test.
060	You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the **Point Dish/Signal** menu.	Make sure that you have selected the option for the right satellite on the **Point Dish/Signal** menu. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.
061	You may have interrupted the transmission (a "download") of the latest operating software via the satellite signal.	It is *very* important for the receiver to get the latest operating software, so let the receiver do so. The "download" may take several minutes. Do *not* disturb or unplug the receiver during this time.
074	The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes.	Wait a few minutes and then try again to enter the password. **Note:** The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.

078, 079, 080	You may not have connected the receiver to an active telephone line. Or, the telephone line may be defective.	Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. **Note:** To be able to order Pay-Per-View programs, you *must* keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to *each* receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center.
	Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	Install a DSL filter between the receiver and the telephone wall jack.
093	You may have set up the receiver to reset itself back to the "factory defaults," *that is*, the settings it had when it was shipped from the factory.	If you want to reset the receiver to its factory default settings, select the **Yes** option. If not, select the **No** option.

DISH Pro Twin LNBF

What's Happening	What's Wrong	What You Can Do
When you run Check Switch, you do not see "Twin" identified as a Device or LNB. All entries show "X"s.	• The DISH Pro Twin LNBF may not be properly connected. • Cables may be too long, over 200 feet. • Cables may not be rated for 2150 MHz. • You may have DISH Pro Adapter installed on a DISH Pro receiver. • May have a non-DISH Pro switch or LNB or incompatible accessory device* in the system.	• Check all cable connections in your system and run Check Switch again. • Make sure cable lengths between receiver and DISH Pro Twin do not exceed 200 feet. Rerun check switch. • Make sure cables are rated for 2150 MHz. Rerun check switch. • Remove the DISH Pro Adapter; this device is only for non-DISH Pro receivers. Rerun check switch. • Remove any non-DISH Pro switches/ LNBs or incompatible accessory devices* from the system. All LNBs and switches must be DISH Pro. Rerun check switch.
When you run Check Switch, you see "Twin" identified as the Device/LNB and Satellite shows "Conn" but you do not see "Satellite Reception Verified".	• The DISH Pro Twin LNBF is connected but no satellite signal is present.	• Check the point dish/signal screen to confirm you have satellite signal. If not, check your dish antenna to ensure the DISH Pro Twin is installed properly, the dish is pointed/peaked on the satellite signal and there is nothing blocking the signal path to the dish. Rerun check switch.
When you run Check Switch, you see "Satellite Reception Verified" but you see "Feed" instead of "Twin" identified as the Device/LNB.	• The DISH Pro Twin is connected but something in the system may be blocking the switch commands.	• Check the cable path between the DISH Pro Twin and the receiver and remove any incompatible accessory devices*. Rerun check switch.
When you run Check Switch, you do not see "Twin" identified as a Device or LNB, but odd transponders are detected only on one satellite.	• Your box may need a software upgrade. • You may have DISH Pro Adapter installed on a DISH Pro receiver. • May have a non-DISH Pro switch or LNB in the system	• From point dish/signal screen, select 119 west satellite and an odd transponder greater than 10 (e.g., 11). Confirm satellite signal is present. Turn the receiver off and wait 30 minutes. Rerun check switch. • Remove the DISH Pro Adapter; this device is only for non-DISH Pro receivers. Rerun check switch. • Remove any non-DISH Pro switches/ LNBs from the system. All LNBs and switches must be DISH Pro. Rerun check switch.

When you run Check Switch, you see "Twin" identified as the Device/LNB but you only have signal confirmed from one satellite.	• The DISH Pro Twin LNBF is connected but the dish may not be pointed to receive signal from both 110 and 119 satellites.	• If the check switch summary screen shows "119 W" on Dish Input 2, you need to point your dish 9 degrees to the east and re-peak your dish. Rerun check switch. • If the check switch summary screen shows "110 W" on Dish Input 1, you need to point your dish 9 degrees to the west and re-peak your dish. Rerun check switch. • Make sure skew setting is correct for an antenna installation at your zip code. • Rerun check switch.
When you run Check Switch, you see "Twin" identified as a Device or LNB, but only odd transponders are detected.	• Cables may not be rated for 2150 MHz.	• Make sure cable is rated for 2150 MHz and all accessory devices are compatible. Rerun check switch.
Getting receiver messages that signal is lost or being acquired	• Check the weather conditions to see if heavy rain or snow could be temporarily block the signal. • Check for any obstructions in way of the dish like new growth on trees	• Wait for weather to clear up and restore signal. • Clear obstructions from the signal path.

* Compatible accessory devices must pass 2150 MHz signals, 22 KHz signals both directions (per DiSEqC 2.0 specifications), and pass DC power.

Using the Remote Control

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	N/A	Use the receiver front panel **Control Buttons** to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. The remote address and the receiver address may not match.	If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly. Press the SYSTEM INFO button on the receiver's front panel to bring up the Important System Information screen. Aim the remote at the receiver front panel and press the RECORD button to match up the code on the remote with the one in the receiver.
When you press the remote control **Power** button to turn the receiver ON, the receiver front panel **Off-Air** or **Sat** mode light does not light up.	Other lights are too bright. Remote control not operating properly or the batteries are weak or dead. The receiver power cord not plugged into a power outlet, or there may be a problem with the power.	Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones. Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet.

Hearing A Program

What Is Happening	Possible Reason	What to Do
There is a good picture on the TV set, but you do not hear any sound.	You may have muted the sound, or set the volume so low that you cannot hear it.	Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. Check the TV speakers or the sound system.
You hear a foreign language with a program.	You may have set the receiver to select an alternate audio language.	Press MENU-6-2 and select the language that you prefer.

Watching A Program

What Is Happening	Possible Reason	What to Do
A "black box" fills almost all of the TV screen.	You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode. Receiver may have captions on and not set to Service1.	Using the TV remote control and/or menus displayed by the TV (*not* the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature. Turn off captions by pressing the MENU button, selecting **System Setup**, then **Closed Caption** or, reset default caption options using same menu.
The TV screen is all blue.	You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.	Check your TV owner's manual for the correct TV input to use for the signal output from the receiver.

Using the Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver.	Start over again.

Using the Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the **Program Guide**, some channels have a red background.	Red means that you have not bought the program. You *must* buy a channel before you can tune the receiver to it.	If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).
You try to display future programs in the **Program Guide** or **Browse Banner**, but find you cannot.	The **Program Guide** and **Browse Banner** can display programs scheduled for an extended, but not unlimited time beyond the present.	Try displaying the **Program Guide** again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the **Program Guide** or **Browse Banner**, but find you cannot.	The **Program Guide** and **Browse Banner** can display *only* programs that have not yet ended. These features *cannot* display a time earlier than the present.	Contact the program providers for details on past programs.
When you are using the **Program Guide** or **Browse Banner**, some channels are missing.	You may have applied a Favorite List other than the list named **All Chan**. You may have set up the **Program Guide** so that when the receiver is locked, the **Guide** hides adult channels. If your setup includes a multi-dish switch, you may need to do the **Check Switch** procedure.	You can change the applied Favorite List while using the **Program Guide**, by pressing the remote control **Guide** button. You can choose another custom Favorite List, the **All Chan** list, which includes all the channels, or the **All Sub** list, which includes all subscribed channels. Unlock the receiver for the **Program Guide** to display adult channels. Do the **Check Switch** procedure (see the installation instructions for details).

Using Locks

What Is Happening	Possible Reason	What to Do
You set a lock (*for example*, a lock on programs by ratings), but the lock does not take effect.	You may not have locked the receiver.	You *must* lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	You may not have written down the password, to keep it in a safe place.	Call the Customer Service Center. You *must* provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) and the receiver information. The CSC will send an Unlock code, targeting your receiver.

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered. You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought.	You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. If you entered the number for a channel that you have not bought, the receiver will change to the channel and allow you to buy the channel or display a message. If a Favorite List other than **All Chan** is applied, the receiver will skip channels that are not on the applied list. If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the receiver will skip such channels.	Carefully retry entering the channel number you want. Press the remote control **Recall** button to return to the previous channel number. Select **All Chan** as the active Favorite List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center.

Using Favorite Lists

What Is Happening	Possible Reason	What to Do
You press the remote **Guide** button while the **Program Guide** is displayed. You find that you can apply *only* the **All Chan** list or the **All Sub** list.	If you have not added channels to any custom Favorite List, you will be able to apply *only* the **All Chan** list or the **All Sub** list.	You *must* add channels to a custom Favorite List *before* you can apply it.
You try to change the **All Chan** list or the **All Sub** list. The receiver displays an **ERROR** message.	The receiver will *not* allow you to change the **All Chan** list or the **All Sub** list.	Choose another list to change. **Note:** You *can* change the **All Sub** list by changing what channels you buy.

You try to apply an empty Favorite List. The receiver displays an **ERROR** message.	The receiver will not allow you to apply an empty list.	Choose another list to apply, or add at least one channel to the empty list.
A Favorite List does not show channels that you know you have added to it.	If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the Favorite List will not show such channels.	Unlock the receiver for the list to show adult channels.

Buying a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the purchase of Pay-Per-View programs. *Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases*. If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program *must* enter the password.
You find that you are not able to order a Pay-Per-View program.	The receiver may not be connected to an active telephone line. Your credit limit may have been exceeded.	You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. Review your Pay-Per-View purchases to check the Smart Card credit limit.
You find that you are not able to cancel a Pay-Per-View program.	You ordered a Pay-Per-View program, and then decided not to watch it.	You *cannot* cancel an order for a Pay-Per-View program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a Pay-Per-View program, but it does not appear via all of the receivers.	You ordered a Pay-Per-View program, and want it to be available via all the receivers in your setup.	If you want to watch a Pay-Per-View program on TVs connected to up to six receivers, you must *order* the program for *each* receiver but you only *pay* for the program *once*.

Using the Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
The receiver cannot connect to DISH Network.	Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	Install a DSL filter between the receiver and the telephone wall jack.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.	Resend the FAX or modem transmission.

Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information during the FAX or mode call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission.	Have the sender resend the FAX or modem transmission.

Using Event Timers

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	You *must* enter the password *before* you can create an event timer for a locked program.	To be able to set up an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.	You *must* order a Pay-Per-View event *before* you can create an event timer for it.	To be able to set up an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an **Error** message giving you the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program.	You may have set up a *Reminder Event Timer* but what you should have set up is an *Auto-Tune Event Timer*.	Remember that a *Reminder Event Timer* just reminds you that the program is about to start. An *Auto-Tune Event Timer* reminds you and tunes the receiver to the channel of the program.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	You may have set up a timer with an incorrect frequency.	Remember that a *Once* event timer operates just one time. A *Mon.-Fri.* event timer operates Monday through Friday on the same channel at the same time. A *Daily* event timer does the same, Monday through Sunday. A *Weekly* event timer operates once a week on the same channel at the same time.
You set up an event timer, but the timer does not operate at all.	The program time may have changed so that the event timer overlapped another event timer. The program time may have changed by more than twenty-four hours.	If the receiver is ON and finds an event timer overlap, it will display the **Event Timer Scheduling Conflict** menu. You *must* edit or delete one of the overlapping event timers. No event timer will operate if the program time changes by more than twenty-four hours.
You set up a *Once* event timer, but the timer operates at a time different from what you expect.	The program time changed.	A *Once* event timer always operates at the actual time of the program.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies *only* to the current showing of the program.	To stop all operations of a repeated event timer, you *must* delete the event timer. **Note:** The receiver deletes a *Once* event timer when it operates.

Device Codes

These tables contain the manufacturer codes for programming the remote to control your TV, VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons shown in this guide.

TV Codes

If programming in AUX mode: Press 0 before entering the TV code.

TV	Codes
A Mark	670
Action	662
Admiral	514, 521, 605, 668, 669, 675
Aiko	727
Aiwa	751
Akai	570, 573, 659, 660,
A-Mark	620
Amtron	657
Anam National	509, 541, 620, 651, 657, 661, 663, 698
AOC	505, 506, 519, 520, 573, 620, 627, 652, 653, 654, 659, 664, 665, 670, 672
Apex	743, 744, 745
Archer	620
Audiovox	620, 657, 662, 672
Bell & Howell	590, 669, 675
Broksonic	752, 659, 661, 748
Capehart	519, 627
Citizen	506, 516, 523, 524, 525, 526, 590, 652, 654, 657, 658, 680, 727
Classic	659
Colortyme	573, 627, 652, 654, 660, 667, 668, 671, 674, 679, 681
Contec/Cony	541, 655, 657, 661, 662, 726
Craig	536, 541, 657, 661, 662, 666, 667, 694
Crown	526, 536, 657, 666, 670
Curtis Mathes	506, 516, 526, 573, 590, 641, 645, 650, 652, 654, 658, 659, 660, 664, 665, 667, 668, 670, 674, 680, 703, 708
Daewoo	505, 524, 526, 529, 530, 531, 573, 652, 653, 654, 658, 659, 663, 664, 665, 670, 672, 674, 684, 698, 719, 727
Daytron	526, 627, 652, 654, 658, 665, 670, 672
Dimensia	645, 650
DISH Network	742
Dixi	566, 620
Dumont	501, 627, 652
Echostar	722
Electrohome	526, 573, 651, 652, 654, 656, 659, 660, 665, 670, 709, 728
Emerson	526, 534, 535, 536, 537, 538, 539, 541, 573, 590, 627, 636, 642, 648, 652, 654, 655, 657, 658, 659, 660, 661, 662, 665, 666, 667, 669, 670, 677, 679, 682, 692, 696, 699, 720
Envision	506, 573, 652, 654, 660, 664
Fisher	542, 590, 683
Fujitsu	534, 682, 694
Funai	534, 541, 657, 661, 662, 677, 682, 694
GE	508, 509, 543, 544, 630, 645, 646, 650, 651, 652, 654, 659, 661, 663, 665, 667, 668, 670, 673, 676, 681, 690, 691, 698, 701, 715, 716, 725, 728, 742
Goldstar	505, 523, 526, 545, 546, 566, 573, 652, 653, 654, 655, 656, 658, 659, 660, 664, 665, 670, 671, 678, 693, 730, 747
Gradiente	660, 671
Granada	627, 670, 671
Grundig	670, 673
Hallmark	627, 652, 654, 659
Harmon/Kardon	561, 659
Hinari	534
Hitachi	523, 526, 548, 549, 553, 554, 555, 585, 597, 626, 636, 638, 643, 648, 652, 654, 655, 665, 668, 669, 670, 672, 673, 702, 718, 726
Infinity	566, 671
JBL	566, 671
JC Penney	505, 506, 516, 525, 526, 543, 546, 631, 645, 646, 650, 652, 653, 654, 658, 659, 664, 667, 668, 670, 673, 676, 678, 680, 690, 691, 701, 725, 726, 728, 730
Jensen	556, 573, 652, 654, 660
JVC	508, 557, 559, 642, 649, 655, 667, 673, 676, 726, 735, 736, 737
Kawasho	548, 561, 573, 652, 654, 664
Kenwood	506, 573, 652, 654, 656, 659, 660, 664, 679, 681
Kloss Novabeam	657, 663, 698, 723, 724
Konka	753
KTV	526, 539, 541, 573, 657, 658, 661, 662, 664, 665, 670, 696
Lloyds	627, 679
Loewe	566
Logik	675
Luxman	523, 652, 654
LXI	563, 566, 590, 595, 667, 631, 635, 645, 646, 650, 654, 659, 668, 678, 683, 691, 701, 725
Magnasonic	573, 659, 660, 669, 672, 677
Magnavox	506, 520, 525, 536, 566, 567, 568, 573, 610, 652, 654, 656, 659, 660, 664, 665, 666, 669, 671, 673, 674, 677, 723, 724, 729
Majestic	675
Marantz	506, 566, 573, 652, 654, 660, 664, 665, 671, 678, 681

TV	Codes
Megatron	627, 654
Memorex	590, 627, 653, 654, 659, 675, 678, 720
MGA	504, 505, 506, 542, 571, 573, 627, 652, 653, 654, 656, 660, 728
Mitsubishi	504, 505, 542, 570, 571, 572, 573, 597, 623, 627, 652, 653, 654, 656, 659, 660, 664, 665, 670, 671, 705, 728
Montgomery Ward	675
Motorola	521, 605, 651
MTC	505, 506, 516, 523, 573, 627, 652, 653, 654, 659, 664, 667, 672, 680
Multitech	657
NAD	502, 617, 627, 631, 635, 637, 654
National	509
NEC	505, 506, 507, 517, 523, 573, 627, 651, 652, 653, 654, 660, 664, 665, 679, 681, 731, 732
Nikkai	612
Nikko	654, 672, 727
Onwa	541, 657, 661
Optimus	637
Optonica	521, 605, 607
Orion	694
Osaki	612
Panasonic	508, 509, 510, 512, 566, 644, 651, 662, 663, 668, 672, 673, 676, 685, 689, 698, 700, 716, 234, 247
Philco	505, 506, 525, 536, 568, 573, 610, 651, 652, 653, 654, 655, 656, 659, 660, 664, 665, 666, 669, 671, 672, 674, 677, 723, 724, 729
Philips	525, 566, 651, 652, 655, 656, 671, 690, 723, 724, 729
Pioneer	502, 548, 576, 636, 637, 648, 652, 654, 663, 665, 681, 708
Portland	505, 526, 573, 652, 654, 658, 659, 664, 665, 670, 727
Price Club	680
Prism	676
Proscan	645, 646, 650, 668, 691, 725, 742
Proton	513, 519, 526, 536, 585, 627, 652, 654, 655, 659, 660, 665, 666, 668, 670, 678

TV	Codes
Quasar	508, 509, 651, 663, 673, 676, 698, 700, 747
Radio Shack/Realistic	526, 541, 590, 607, 612, 645, 650, 652, 654, 655, 657, 658, 661, 662, 663, 668, 670, 683, 698, 730
RCA	503, 505, 548, 586, 630, 633, 634, 636, 641, 645, 646, 648, 650, 651, 652, 653, 654, 656, 661, 663, 665, 667, 668, 670, 681, 691, 698, 701, 708, 715, 716, 725, 742, 749
Realistic	590, 645
Runco	501
Sampo	506, 519, 652, 654, 658, 663, 664, 665, 698, 730, 746
Samsung	505, 506, 516, 523, 526, 566, 573, 612, 627, 647, 652, 653, 654, 655, 656, 658, 659, 664, 665, 667, 669, 670, 679, 680, 704, 717, 730, 738
Sansui	754
Sanyo	542, 590, 652, 683
SBR	566
Schneider	566
Scott	526, 534, 537, 541, 600, 652, 654, 655, 657, 661, 662, 665, 670, 677, 682, 696, 701
Sears	523, 534, 542, 563, 590, 595, 601, 604, 617, 627, 631, 635, 645, 646, 650, 652, 654, 656, 659, 661, 668, 670, 682, 683, 688, 691, 703, 725, 726
Sharp	521, 526, 585, 605, 607, 628, 629, 652, 654, 655, 658, 669, 670, 674, 679, 739, 740, 741
Signature	675
Solavox	612
Sony	500, 578, 640, 670, 690
Soundesign	525, 536, 541, 627, 652, 654, 657, 659, 661, 665, 666, 682
Starlite	657
Supra	523
Sylvania	506, 525, 536, 566, 568, 569, 573, 600, 610, 652, 654, 656, 659, 660, 664, 665, 666, 671, 672, 674, 677, 723, 724, 729, 733
Symphonic	632, 657, 662, 677, 692, 694
Tandy	521, 605

TV	Codes
Tatung	509, 651, 663, 698
Technics	508, 673, 676
Techwood	523, 573, 652, 654, 660, 676
Teknika	504, 505, 512, 516, 523, 524, 525, 526, 534, 536, 541, 573, 644, 652, 653, 654, 655, 657, 658, 661, 662, 664, 665, 666, 670, 672, 675, 680, 681, 682, 685, 726, 727
Telefunken	679
Toshiba	516, 590, 617, 631, 635, 667, 678, 680, 683, 688, 750
Totevision	526, 658, 668
Ultra	672
Universal	543, 690
Vector, Research	506
Video Concepts	570, 661
Wards	536, 573, 607, 645, 650, 652, 653, 654, 656, 659, 664, 665, 666, 667, 668, 669, 674, 675, 677, 678, 682, 690, 715, 723, 724, 729
White, Westinghouse	659, 664, 670, 672, 674
Yamaha	505, 506, 573, 652, 653, 654, 656, 664, 666, 672, 679
Zenith	501, 520, 639, 652, 672, 675, 693, 747

VCR Codes

If programming in AUX mode: Press 1 before entering the VCR code.

VCR	CODES
Aiwa	588, 622, 623
Akai	513, 514, 515, 516, 517, 518, 520, 568, 682
Alba	546
Amstrad	588
ASA	556
Audiovox	676
Bell & Howell	581
Broksonic	559, 748
Bush	589
Calix	676
Canon	554, 678, 679
Capehart	546
CCE	681
Citizen	534, 591, 592, 594, 675, 676, 677, 684
Colortyme	592,
Craig	591, 658, 675, 676, 681, 685, 687, 688
Curtis Mathes	554, 592, 594, 605, 607, 675, 677, 678, 679, 683, 684
Daewoo	506, 534, 546, 547, 559, 588, 684
Daytron	546
Denon	686
Dimensia	607
Dumont	549
Electrohome	512, 676, 687
Emerson	505, 506, 508, 509, 511, 512, 534, 559, 568, 588, 590, 618, 676, 678, 684, 687
Finlandia	549
Finlux	549, 556, 588
Fisher	548, 549, 581, 584, 588, 608, 610, 684, 688
Fuji	678
Funai	588
Garrard	588
GE	550, 551, 552, 554, 572, 591, 605, 607, 675, 678, 679
Go Video	557, 558, 620, 685
Goldstar	592, 594, 676, 687, 747
Goodmans	585, 589
Gradiente	588, 687
Granada	549, 581
Grundig	556
Harmon/Kardon	568, 592
Harwood	681
Hinari	589
Hitachi	536, 538, 539, 540, 588, 595, 597, 680, 682, 686
ITT	518
JC Penney	554, 581, 591, 592, 594, 595, 600, 674, 675, 676, 678, 679, 680, 681, 685, 686, 687
Jensen	595, 680, 682
JVC	561, 562, 563, 581, 592, 594, 600, 674, 682, 686
Kenwood	562, 581, 592, 594, 600, 674, 677, 682, 683
KLH	681
Kodak	676, 678
Lloyds	683, 688
Logik	589, 681, 685
Luxor	518
LXI	676
Magnasonic	685, 687
Magnavox	527, 533, 554, 556, 678, 679, 684, 685
Marantz	554, 556, 581, 585, 592, 594, 600, 602, 674, 677, 678, 683
Matsushita	678
Memorex	507, 533, 549, 554, 566, 581, 585, 588, 608, 675, 676, 678, 686, 687, 688
MGA	512, 567, 568
Minolta	595, 680, 686
Mitsubishi	512, 562, 567, 568, 570, 571, 595, 680, 687
Motorola	678
MTC	544, 588, 675, 685
Multitech	579, 588, 675, 677, 681
NAD	573
NEC	562, 581, 592, 594, 600, 602, 674, 677, 682, 683
Nikko	676
Noblex	675
Olympus	678
Optimus	676, 687
Optonica	585
Orion	506, 684, 687
Panasonic	523, 554, 598, 614, 628, 633, 678, 679, 684, 685, 688, 747
Pentax	592, 595, 677, 680, 683, 686
Pentex Research	594
Perdio	588
Philco	554, 678, 679, 686
Philips	554, 556, 585, 678, 684
Pioneer	562, 573, 574, 575, 576, 600, 674, 680,
Portland	546, 677
Proscan	605, 607,
Proton	685
Quasar	554, 678, 679, 747,
Radio Shack	512, 607, 608, 610, 687
Radio Shack/Realistic	581, 584, 588, 608, 675, 676, 678, 679
Radix	676
RCA	518, 525, 527, 528, 591, 595, 605, 607, 615, 631, 649, 675, 678, 680, 686
Realistic	534, 549, 554, 581, 584, 585, 588, 608, 675, 678, 679, 687, 688
Ricoh	502
Runco	533
Saisho	506
Salora	567, 581
Samsung	515, 517, 534, 579, 591, 675
Sansui	544, 562, 600, 674, 682, 685
Sanyo	549, 581, 582, 583, 608, 675, 688
SBR	556
Schneider	589
Scott	508, 534, 559, 590, 684, 687
Sears	548, 549, 581, 584, 595, 608, 610, 676, 678, 680, 683, 684, 686, 687, 688
Sentra	546
Sharp	512, 585, 607, 625
Shintom	589, 595, 681, 685
Singer	678, 681, 685
Sony	500, 501, 502, 504
STS	678
Sylvania	554, 556, 567, 588, 678, 679
Symphonic	588, 594, 683, 688
Tandy	581, 588
Tashiko	588, 676

VCR	CODES
Tatung	594, 682,
Teac	588, 594, 682
Technics	554, 633, 678,
Teknika	554, 588, 676, 678, 687
Toshiba	534, 535, 567, 584, 590, 680, 684, 688
Totevision	591, 675, 676, 687
Unitech	675,
Vector Research	534, 592, 600, 674, 677, 683
Video Concepts	534, 568, 592, 600, 674, 677, 683,
Wards	534, 588, 595, 608, 675, 676, 678, 680, 681, 684, 687, 688
XR-1000	588, 678, 681
Yamaha	581, 592, 594, 600, 674, 682, 683
Zenith	500, 501, 533, 747

TV/VCR Combo

Programming for combination devices: Program the remote control in TV mode and then in VCR mode.

TV/VCR	Codes
Broksonic	748
Goldstar	747
Panasonic	747
Quasar	747
Zenith	747

DVD Player Codes

If programming in AUX mode: Press 1 before entering the DVD code.

DVD Players	Codes
Aiwa	634, 694, 751
Alpine	653
Apex	654, 655, 743, 744
Broksonic	656, 752
Clarion,	696
Classic	695
Daewoo	657
Denon	697, 698, 699, 700
Emerson	658, 701
Fisher	659
Funai	658
GE	702, 703
Go Video	692, 693
GPX	704
Hitachi	632, 635, 660, 705, 706, 707
JVC	636, 689, 708, 711
Konka	637, 638, 753
Koss	745
Magnavox	626, 661
Memorex	709
Mintek	710
Mitsubishi	629
NAD	701
Norcent	762
Onkyo	713
Oritron	723
Panasonic	639, 662, 663, 714, 715, 716, 717, 734
Philips	640, 641
Pioneer	665, 718, 719
Proscan	720
Qwestar	721, 723
RCA	627, 650, 666, 690, 742, 749
Sampo	724
Samsung	651, 652, 667, 668, 691, 740, 741
Sansui	725, 754
Sanyo	643, 726
Sharp	669, 727, 746
Sherwood	728
Sony	617, 644, 645, 670, 671, 729, 730, 731
Sylvania	658
Teac	732
Technics	733
Techwood	664
Toshiba	616, 646, 647, 672, 735, 736, 750,
Yamaha	737, 738, 739
Zenith	648, 673

Tuner/Amplifier Codes

Programming in AUX mode: Press 2 before entering the tuner/amplifier code.

Tuner/Amplifier	Codes
Aiwa	636, 641, 656, 687, 718, 720, 724, 775, 726
Carver	653
Citizen	709
Curtis Mathes	734
Denon	647, 674
Fisher	653, 741
GE	711
Goldstar	677, 690
Harmon/Kardon	640, 672, 751
Hitachi	717, 754
JBL	640
JVC	637, 683, 703, 725
Kenwood	649, 676, 691, 726, 728, 745
Luxman	752
Magnavox	654, 705, 740
Marantz	651, 740, 742, 743
NAD	739
Nakamichi	671, 748, 750
NEC	716, 739
Onkyo	642, 660, 662, 678
Optimus	648, 664, 734, 744, 749
Panasonic	643, 644, 652, 742, 746
Pioneer	658, 667, 668, 679, 702, 734

Tuner/Amplifier	Codes
Proton	654, 705
Quasar	652, 742, 746
Radio Shack	744
RCA	635, 638, 704, 727
Sansui	753
Sanyo	741
Sharp	712, 713, 714, 715, 749
Sherwood	646, 670, 736, 738, 744
Sony	639, 645, 650, 687, 728, 729, 730
Teac	684, 737
Technics	643, 644, 652, 742, 746
Toshiba	710
Yamaha	663, 730, 731, 732, 733, 745, 747

DVD/VCR Combo

Programming for combination devices: Program the remote control in VCR mode and then in AUX mode (press 1 before entering the DVD code).

DVD/VCR	Codes
Go Video	692,693
JVC	689
RCA	690
Samsung	667,691

TV/DVD Combo Codes

Programming for combination devices: Program the remote control in TV mode and then in VCR mode (or AUX - press 1 before entering the DVD code).

TV/DVD	Codes
Aiwa	751
Broksonic	752
Konka	753
Panasonic	734
RCA	749
Sansui	754
Toshiba	750

Appendix

Limited Warranty

This **Limited Warranty** is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

What the Warranty Covers

This warranty extends *only* to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies ("EchoStar") warrant this system against defects in materials or workmanship as follows:

- **LABOR**: For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts**: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period. **Note**: "Parts" means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does *not* include other parts purchased separately.

What the Warranty Does Not Cover

- This warranty *does not cover* installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty *does not cover* consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty *does not cover* cosmetic damage, damage due to lightning, electrical or telephone line surges, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty *does not cover* equipment sold AS IS or WITH ALL FAULTS, **shipping and handling**, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

If You Need Assistance

1. Call the Customer Service Center at 1-800-333-3474. Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the **Important System Information** menu to find these numbers.
2. A Customer Service Representative will assist you.
3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. *Before shipping* any equipment, you *must* talk to a Return Authorization representative and *must* obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the *Advance Exchange Program* below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. *Any items returned without a copy of the Proof of Purchase will be considered out of warranty.* Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. *To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense*.

Advance Exchange Program

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment.

The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card.

If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment *after* ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

Post Receipt Exchange Program

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

Residential Customer Agreement

Effective as of September 1, 2001 until replaced.

THIS DOCUMENT DESCRIBES THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICE TO YOU. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, PLEASE NOTIFY US IMMEDIATELY AND WE WILL CANCEL YOUR SERVICE. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT AND ITS TERMS AND CONDITIONS WILL BE LEGALLY BINDING UPON YOU.

IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES FOLLOWING RECEIPT OR PUBLICATION BY DISH NETWORK ON ITS WEB SITE OF THIS AGREEMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF ITS TERMS AND CONDITIONS, AND, ACCORDINGLY, THEY WILL BE LEGALLY BINDING ON YOU.

Thank you for choosing DISH Network for your television service provider.

DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support through the following toll-free number and email address:

1-800-333-DISH

feedback@echostar.com

or you may write to:

DISH Network
Customer Service Center
P.O. Box 33577
Northglenn, CO 80233

and, for general knowledge, try our website at **www.dishnetwork.com**.

"DISH Network" is a trademark of EchoStar Satellite Corporation.

1. THE DISH NETWORK SERVICE

A. Services Defined. DISH Network offers a wide variety of video and audio programming and other services and we are constantly striving to add new services to our lineup. For purposes of this Agreement the term "Services" shall mean the programming available on DISH Network (whether subscription based or pay per view based) and any other services that we may provide to consumers either now or in the future. For purposes of this Agreement the terms "You" or "Your" refer to you, the DISH Network subscriber.

B. Programming Changes. Except as otherwise set forth in this Agreement, you may change your programming selection at any time by notifying us. A fee may apply to such changes (Change of Service Fee). In addition, you may be charged a fee (Service Access Fee) if you fail to subscribe to one of DISH Network's basic programming packages which include America's Top 50, America's Top 100/CD, America's Top 150, DISH Latino or DISH Latino Dos.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services.

D. Ordering Pay Per View. You may order DISH Network pay-per-view Services by using your on-screen Program Guide and remote control unit to select the movies and other events we offer. To order DISH Network pay-per-view Services, your DISH Network DBS digital receiver must be connected to a telephone outlet. You may also order DISH Network special events and pay-per-view Services over the telephone by calling the Customer Service Center or by using our automated system through the following toll-free number:

1-877-DISH-PPV (347-4778) for ordering movies

A small fee will apply for use of the automated system (Pay-Per-View Automated Fee) or the Customer Service Center (Pay-Per-View Fee).

E. Private Viewing. DISH Network provides Services to you for your private home viewing, use and enjoyment. You agree that the Services provided will not be viewed outside of your private residence. You are permitted to exhibit the Services solely in your private residence and not in any other areas. The Services may not be rebroadcast, transmitted, recorded or performed, nor may admission be charged for listening to or viewing any Services provided by us. If we later determine that you utilized your DISH Network Equipment (including any additional DISH Network receivers) or sold, leased or otherwise gave possession of the same to a third party who you knew or reasonably should have known intended to use it to permit the viewing of the Services in a commercial establishment or any other area open to the public, we may terminate the Services and in addition to all other applicable fees, you agree to pay us the difference between the price actually paid for the Services and the full commercial rate for such Services, regardless of whether we have or had the commercial rights to such Services. The payment of that amount and/or the termination of Services shall not prejudice our ability to exercise any other rights and remedies we may have under this Agreement, at law, in equity, or otherwise.

F. Additional Receivers. DISH Network will allow you to place up to five additional receivers on your account. Each additional receiver would be authorized to receive the same Services as your initial receiver. DISH Network will charge you a reduced monthly fee (Additional Receiver Authorization Fee) for each additional receiver added to your account. This option is only available if your initial DISH Network receiver and all additional receiver(s) are located at the same residence and are continuously connected to the same telephone line. If you desire to receive Services at two different locations, you must open a separate account for each location. You agree that you will not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residence and connected to the same phone line. If we later determine that you did, we may terminate your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network DBS receiver on the account, whether owned by you or not. The payment of that amount and/or the termination of Services shall not prejudice our ability to exercise any other rights and remedies we may have under this Agreement, at law, in equity, or otherwise.

G. Changes in Services offered. DISH Network reserves the right to change the Services that we offer, and our prices or fees related to such Services at any time. If the change affects you, we will provide you notice of the change and its effective date. The notice may be provided on your billing statement or by other communication permitted under Section 9B. In the event of a change in the contents of any programming, programming packages or other Services, you understand and agree that we have no obligation to replace or supplement the programming, programming packages or other Services previously offered that have been deleted, rearranged or otherwise changed. You further understand and agree you will not be entitled to any refund because of a change in the contents of any programming, programming packages, or other Services previously offered.

H. Multi-Month Subscriptions.For multi-month subscriptions, you may downgrade the Services only at the time of renewal. You may not downgrade the Services during the term of the multi-month subscription.

I. Fees for Receivers that Independently Support Multiple Televisions. Additional fees may apply for a receiver which supports independent viewing of programming on multiple televisions.

2. BILLING POLICIES AND PAYMENTS FOR SERVICES

A. You agree to pay all amounts billed for Services and to pay all taxes, fees and other charges, if any, which are now or may in the future be assessed on the Services you receive from us. Unless you prepay for a multi-month subscription to Services, we will bill you each month, in advance, for Services ordered by you or anyone who uses your DISH Network Equipment, whether with or without your permission, until you cancel the Services. The bills you receive will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account.

B. You agree to pay us in full monthly by the payment due date for the Services and for any other charges due us, including any fees set forth in this Section 2. Payment of your bill after the due date will result in you paying us a Late Payment Fee. Other fees and charges may also be assessed. If partial payments are made, they will be applied first to the oldest outstanding bill. If you send checks or money orders marked "payment in full," we can accept them without losing any of our rights to collect any other amounts owed by you, notwithstanding your characterization of the payment. DISH Network does not extend credit to our customers, and the Late Payment Fee is not interest, a credit service charge or a finance charge. You understand and agree that in the case of late payment or nonpayment for any Services ordered by you or for any of the charges stated below, we may report such late payment or nonpayment to credit reporting agencies. If you do not pay your bill by the due date, we have the right to disconnect your Services at any time thereafter, in our sole discretion. DISH Network may require you to pay all past due charges, a Reconnect Fee, a deposit equal to a minimum of one month's advance charges and all outstanding balances accrued through the date of deactivation, before we reconnect your Services. Deposits will not be held segregated from other funds and shall not earn or accrue interest.

C. If you at any time fail, neglect, or refuse to make timely payments hereunder, or if a petition in bankruptcy shall be filed on your behalf or against you, or if you take advantage of any insolvency law or become insolvent or make an assignment for the benefit of creditors, or if a receiver, liquidator, or trustee is appointed for your property or affairs, we shall be wholly relieved from our obligations hereunder.

D. If you paid for an annual or other multi-month subscription to any Services and your account is past due for any amounts owed to us, at our option we may suspend any or all Service until payment is received, and/or convert your annual or other multi-month subscription to a monthly subscription. If we convert your multi-month subscription to a monthly subscription, we will first apply the amount you paid for your multi-month subscription to any past due amounts and then any remaining amounts to future obligations. If we elect to offset the amount paid for the remaining portion of a multi-month subscription against amounts past due, you agree to pay, in addition to all other applicable fees, the Offset Fee set forth below for each month and partial month that the multi-month subscription was previously received.

E. If we use a collection agency or attorney to collect money you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees and court costs. If there are billing errors or other requests for credit, you can contact our Customer Service Center by telephone or in writing. You must contact us within sixty (60) days of the time you receive the billing statement for which you are seeking corrections. Failure to timely notify us of a dispute shall constitute acceptance of the bill. Undisputed portions of the billing statement must be paid before the next billing statement is issued to avoid an administrative fee for late payment. All payments for Services must be made directly by you to us. DISH Network shall have no obligation to provide Services for which payment is made by you to a third party.

F. In addition to the amounts due for Services, you agree to pay the fees referenced below ("Fees") when applicable. DISH Network reserves the right to increase these Fees or add additional Fees in the future, in our sole discretion

Smart Card Replacement Fee	$50.00
Additional Receiver Authorization Fee (monthly, per receiver)	$4.99
Late Payment Fee	$5.00
Change of Service Fee	$5.00
Duplicate Billing Statement Fee	$2.00
Overnight Delivery Fee	$18.00
Restart Fee	$25.00
Returned Payment Fee	$25.00
Service Access Fee (monthly)	$5.00
Offset Fee	$2.00
Ledger Request Fee	$5.00
Pay-Per-View Automated Fee	$1.00
Pay-Per-View Fee	$5.00

3. CANCELLATION OF SERVICE

A. Your Service will continue until cancelled as provided for herein. Your subscription will be automatically renewed unless you contact us to cancel as provided for in the next paragraph.

B. You have the right to cancel your Service for any reason at any time by notifying us via telephone or in writing at the phone number or address set forth on page 1, above. Please be aware that certain promotional offers have a minimum subscription commitment (usually 12 months) and if you cancel your service prior to the expiration of that commitment, certain early termination fees may apply.

C. DISH Network has the right to terminate your Services at any time without providing notice to you if: (i) you fail to pay your bill when it is due; (ii) we receive confirmation that you have received the Services, or any part of the Services without paying for them; or (iii) you otherwise violate the terms of this Agreement.

D. If your Service is cancelled for any reason, you are still responsible for payment of all outstanding balances accrued, including any applicable Fees.

E. You understand that charges for Services, once charged to your account, are nonrefundable. For monthly subscriptions, the cancellation will be effective at the end of the period covered by the last monthly bill. No refunds or credits will be provided in connection with the cancellation of monthly subscriptions. For annual or other multi-month subscriptions, the cancellation will be effective as of the date the multi-month subscription expires. Because you are receiving a discounted price in exchange for your agreement to pay for your services on an annual or other multi-month basis, in the event you cancel the Services prior to expiration of your multi-month subscription, you understand and agree that you are not entitled to any refund or credit for the unused portions of the multi-month subscription and that we have the right to retain any prepaid monies as liquidated damages.

4. EQUIPMENT

A. In order to receive the Services it will be necessary for you to purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver, a satellite antenna, LNBF unit and remote control ("Equipment"). You may also be provided with a conditional access card ("Smart Card") that is inserted into your satellite receiver. The Smart Card remains the property of EchoStar Communications

Corporation, the corporate parent of DISH Network and any tampering or other unauthorized modification to the Smart Card is strictly prohibited and may result in, and subject you to, legal action. You agree to return the Smart Card to us upon request.

B. Smart Cards are nontransferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to the Customer Service Center that your Smart Card was lost, damaged, defective or stolen we will replace it, as long as there is no evidence of unauthorized tampering or modification. A replacement fee will apply. In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery. Our Overnight Delivery Fee will apply.

C. DISH Network reserves the right to alter software in your DISH Network receiver, and provide content to PVR products, through periodic downloads. DISH Network will use commercially reasonable efforts to schedule these downloads in a manner that result in the least amount of interference with or interruption to your Service.

D. Your DISH Network receiver contains certain components and software which are proprietary to DISH Network. You agree that you will not try to reverse-engineer, decompile or disassemble any software or hardware contained within your receiver or our Smart Card. Such actions are strictly prohibited and may result in the termination of your Services and/or legal action.

E. For proper operation of your Equipment, DISH Network requires that you connect each DISH Network receiver on your account to a telephone line. For accounts containing multiple receivers, each receiver must be connected to the same telephone line.

F. If your DISH Network Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our Customer Service Center immediately, but in any event not more than three (3) business days after such removal to avoid liability for payment for unauthorized use of the DISH Network Equipment. You will not be liable for unauthorized use after we have received your timely notification.

5. LEASED EQUIPMENT

A. If you decide to lease your Equipment from DISH Network, such Equipment shall at all times remain the sole and exclusive property of DISH Network and we will have the right, at our discretion, to replace it with new or reconditioned equipment and to remove the equipment upon termination of Services. None of the equipment shall be deemed fixtures or part of your realty. Our ownership of the equipment may be displayed by notice contained on the equipment. You shall have no right to pledge, sell, mortgage, give away or remove, relocate, alter or tamper with the equipment (or any notice of our ownership thereon) at any time. Any reinstallation, return of or change in location of the equipment shall be performed by us at the service rates in effect at the time of service. You shall not attach any electrical or other devices to or otherwise alter the equipment without our prior written consent. DISH Network shall have the right to make such filings as are necessary to evidence our ownership rights in the equipment, and you agree to execute any and all documents as are necessary for us to make such filings. Upon termination of Services, you must notify our Customer Service Center to schedule the return the Equipment.

B. You shall notify us promptly of any defect in, damage to, or accident involving the equipment. All maintenance and repair of the equipment shall be performed by us or our designees. DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, the Equipment.

6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notice to you. You may not assign or transfer your Services without our written consent which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease your Equipment or if your account has an outstanding balance.

7. LIMITATION OF OUR LIABILITY

A. WE WILL NOT BE LIABLE FOR ANY INTERRUPTIONS IN SERVICE OR LIABLE FOR ANY DELAY OR FAILURE TO PERFORM, IF SUCH DELAY OR NONPERFORMANCE ARISES IN CONNECTION WITH THE TERMINATION OF ALL OR A PORTION OF THE SERVICES, THE RELOCATION OF ALL OR A PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S), A CHANGE IN THE FEATURES AVAILABLE WITH YOUR DISH NETWORK DBS EQUIPMENT OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR CONTROL. WE WILL NOT BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT. WE MAKE NO WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING THE DISH NETWORK DBS EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED. IN NO EVENT SHALL WE HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO THE DBS EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

B. It is your responsibility to impose any restrictions on viewing by you, other members of your household, or guests, and we shall have no liability to anyone due to or based on the content of any of the Services furnished to you.

8. WARNING AGAINST PIRACY

It is a violation of several U.S. federal and state laws to receive any Services, or any portion of such Services, without paying for them. The penalties for violating such laws can range from imprisonment to civil damage awards of up to $110,000 per violation.

9. MISCELLANEOUS

A. Physical Address/Change of Address. When setting up your DISH Network account, you agree to provide us with the physical street address where the Equipment will be located. A post office box does not constitute a physical address and is not sufficient to meet this requirement. You agree to give us prompt notice of your change of name, mailing address, physical address where the Equipment is located or telephone number. You may do this by notifying our Customer Service Center by telephone or in writing.

B. Notice. If we send you notice, it will be considered given when deposited in the U.S. Mail, addressed to you at your billing address or hand-delivered to you. Our notice to you will also be effective if provided on your billing statement or by telephone. If you give notice to us, it will be deemed given when received by us at the address listed on the first page of this Agreement.

C. Applicable Law. This Agreement, including all matters relating to its validity, construction, performance and enforcement, shall be governed by applicable federal law, the rules and regulations of the Federal Communications Commission, and the laws and regulations of the state and local area where Service is provided. These terms and conditions are subject to amendment, modification or termination if required by such regulations or laws. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other provisions.

D. Other. This document contains the entire agreement between DISH Network and you, the customer, and no salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change the terms set forth herein. DISH Network may, however, change the terms and conditions of this Agreement in the future and will notify you if that occurs. The terms of this Agreement, which either are expressly stated to survive or by their nature would logically be expected to survive termination, shall continue thereafter until fully performed.

Staying Legal

Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify this receiver to enable it to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any owner of this receiver who procures or willfully causes its modification is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation (FBI).

This product may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

U.S. Patent No's 4631603, 4577216, 4819098 are licensed for limited pay per view only.

FCC Compliance

The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *Guide*. Contact the FCC (see following) or your library for the complete text of the regulations.

Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.
The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

This equipment uses the following Universal Service Order Code (USOC) jacks: RJ-11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment causes harm to the telephone network, the telephone

company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact Customer Service at 1-800-333-3474 for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

There are no customer repairable parts inside. Any attempts to repair the receiver will void your authorization to use it.

Radio Interference

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Modifying this receiver may void your authority to use the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Refer to *Troubleshooting* in *Chapter 5* for a detailed description of recommended customer actions. If none of the remedies on the previous page stops the radio interference, you should contact a licensed radio/ television technician, your satellite dealer, or call the Customer Service Center at 1-800-333-3474, for assistance.

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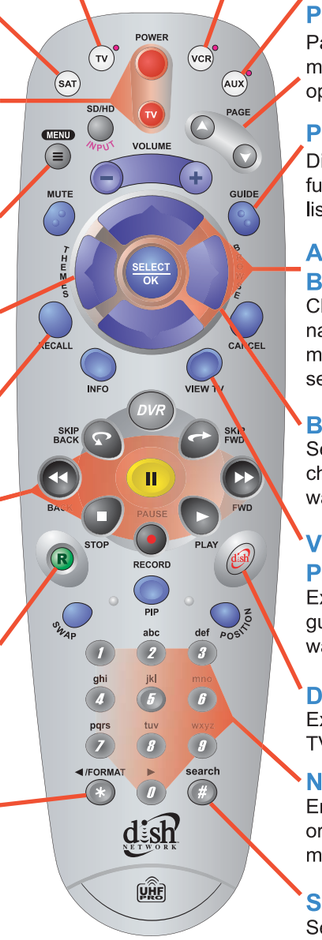
Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **Important System Information** menu (see *Ordering Your Program Packages*).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	

Features of Your Remote Control

To use most of the features described in this section, make sure you are in SAT mode by pressing the SAT Mode button

Note: *To control a TV, VCR, or other available component, the remote must be programmed. See the User's Guide for details.*



SAT Mode
Press to control your satellite receiver, TV power, volume and mute

TV Mode
Press to control your TV

VCR Mode
Press to control your VCR

AUX Mode
Press to control other programmed components such as a DVD player

Receiver & TV Power
Top button turns the receiver on/off, **bottom button** turns the TV on/off

Page Buttons
Page up/down in menus & display options

Menu
Access receiver features and settings

Program Guide
Display current and future satellite program listings

Themes
Search for programs using Themes

Arrows/Select Buttons
Channel up/down, navigate through menus/guides and select options

Recall
Go back to last channel viewed

Browse
See what is on other channels while watching TV

VCR Buttons
Operate some VCR or DVD players *(VCR or AUX Modes)*

View Satellite Program
Exit out of any menu/ guide and go back to watching a program

Recover
Recover satellite programming if your TV input or channel has changed

DISH
Explore interactive TV features

Format
Format the picture to the desired width to match the program you are viewing

Number Buttons
Enter a channel number or navigate through menus

Search
Search for a program

Device Codes:

TV: ___ ___ ___ 1* *(optional)*

VCR: ___ ___ ___ 1* *(optional)*

AUX: ___ ___ ___ ___ 1* *(optional)*

My remote is programmed in Limited Mode (check box): ☐

Tip:** **Using the Limited Mode option (adding "1" when programming the remote) helps prevent you from accidentally tuning to a TV or VCR channel (or input) that does not display satellite TV programming. See User's Guide for details.

How to Get the Best Picture

Know your TV:

Most HDTVs
Wide Screen

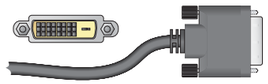
Standard Definition (SD) and some HDTVs
Regular Screen

Make the right connection:

The HDTV input used on my TV to view Satellite TV programming is _____.
HDTV input

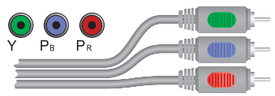
My receiver is connected to the HDTV with this type of connector (check box):

DVI-HDTV/DishDVI



☐ DVI-HDTV/ DishDVI

Component



☐ Component

Know what screen resolution works best with your HDTV:

Your receiver can be set up for one of three resolution settings to make the best picture for use with your HDTV. Settings are:

TV Type

- **1080 I** - The HDTV resolution recommended for most HDTVs.
- **720 P** - Also an HDTV resolution, but not supported on some HDTVs.
- **480 P** - Not an HDTV resolution, but ideal for enhanced definition TVs (EDTVs).

To check your resolution settings, press MENU on your remote, and select 6, 1, then 9 to go to the HDTV Setup screen.

I use _____ TV Type resolution to view HDTV.
1080i or 720p (480p only for EDTVs)

Watch an HDTV channel:

High definition channels can be found in the

9420 to **9499** channel range

Understand the screen formatting options:

Press the FORMAT button on your remote to change your picture shape to your preference. See your HDTV user's guide for formatting options available on your HDTV.

More on HDTV:

Bars on your screen

The difference between the shape of your screen and the shape of the programming may result in bars displayed at the top/bottom or sides.

Standard definition programs

While standard definition offers great picture quality, nothing compares to HD programming.

Off-Air High Definition

Digital broadcasts (including HDTV programming) may be available in your area using an off-air antenna. You can receive these broadcasts using your receiver.

What you need to know:

- **Off-air broadcasts require an off-air antenna (contact a local retailer or go to antennaweb.org for antenna requirements in your area).**
- **Not all digital off-air broadcasts are in high definition.**
- **Local off-air channels can be displayed and selected from the Program Guide. Local program information for these off-air channels is only available with a subscription to DISH Network local programming.**

Interactive TV

Watch video from popular news, entertainment, and sports networks all on one screen.

Select an icon for customer support, news, shopping, sports, games and entertainment.

Learning More & Getting Help

Tune to DISH Network FYI Channel 101

dishnetwork.com

Press dish and select Service

For details on how to get the most out of your new DISH Network satellite receiver, see the *User's Guide*.

Notes From Your Installer

Finding Programs On Satellite TV

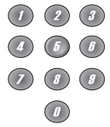
Make sure your remote is in SAT mode by pressing the **SAT Mode** button

Three easy ways to find the program you want to watch

1. Use the UP/DOWN ARROW buttons to change the channel up or down one channel at a time

OR

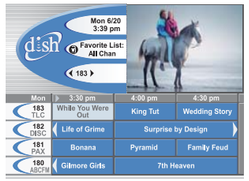
2. Use the Number buttons to enter a channel number



OR

3. Use the GUIDE button to display the Program Guide

The Program Guide shows you current and future program listings.



Then...

Use the ARROW or PAGE UP/DOWN buttons to highlight a program and then press the SELECT button

***Tip:** HD programs can be found between **9420-9499** in the program guide.*

Note: If you select a program that is not currently broadcasting, you will have the option to set up a timer.

Pressing the GUIDE button repeatedly cycles through your Favorites Lists (see *User's Guide*).

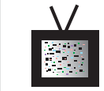
***Tip:** To skip ahead a specific amount of hours in the guide, enter the number of hours with the number buttons, then immediately press the RIGHT ARROW button. For example, pressing the 3 button then the RIGHT ARROW will move ahead 3 hours in the guide.*

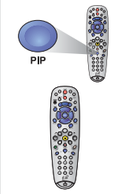
***Tip:** While viewing a program, press the BROWSE (RIGHT ARROW) button. Then press either the UP or DOWN ARROW. The information on other channels appear in the Browse Banner. Press SELECT to watch the program.*

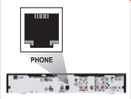
***Tip:** Press the THEMES (LEFT ARROW) button to bring up the Theme Categories menu which allows you to search for a program based on its content.*

Quick Tip Q & A

What should I do if I have a snowy picture (or a blue or black screen)?	Check to make sure your HDTV is tuned to the correct input. You may need to cycle through your available inputs using the SD/HD INPUT button. Confirm your resolution setting matches what is written in the *Watching Satellite/HD Programming* section of this guide.
What is the PIP button for?	This feature does not apply to your receiver, but can be used with some TVs with this feature.
What should I do if my remote control doesn't seem to work?	• Try pressing the SAT Mode button. • Make sure the remote UHF antenna is attached to the back of the receiver. • Your remote control batteries may need to be replaced (alkaline batteries are recommended). • Check the remote address (see *User's Guide*).
Why does my receiver change channels and do things on its own?	You may have a neighbor that also has a UHF remote and their remote may be controlling your receiver. This is easily corrected by changing your remote control address. See your *User's Guide* for instructions.
What would affect my satellite signal?	There may be obstructions in front of your satellite dish. Sometimes new tree or plant growth can obstruct the signal between the satellite and the dish. If you are experiencing frequent signal interruptions, leave your TV on and press the SYSTEM INFO button on the front of the receiver. Contact Customer Service using the phone number shown on the System Information screen.
What are the benefits of my satellite receiver being connected to a telephone line?	Keeping your phone line connected enables you to take advantage of interactive TV services, the Customer Support Application, or Caller ID applications. It will also allow you to use your remote control to order Pay-Per-View events or movies.
Why does my High Definition picture seem distorted?	You may need to adjust the format of the picture to match the program you are viewing. Press the FORMAT button on your remote to cycle through the available picture formats.
Why don't some programs on high definition channels look like high definition?	Some programming on high definition channels was originally produced before high definition technology. Therefore, these programs will be displayed in a lower resolution.
Why don't all of my channels show up on the Program Guide or when I browse?	You may have a Favorites List active that does not include those channels. Repeatedly press the GUIDE button and cycle through the Favorites Lists until you find a list that contains those channels. Also check to see if those channels are locked (see *User's Guide*).
Can the Program Guide display program information for my off-air local channels?	For information to be displayed, you must subscribe to the DISH Network local programming package (if available).







***Tip:** To ensure your receiver has the latest program guide information and the latest software updates, press the POWER button to turn your receiver off when not in use.*

***Tip:** Some receiver problems can be solved by pressing and holding the POWER button on the front of the receiver for about 10 seconds until the green light goes out. After releasing the POWER button, the receiver should return to normal operation within a few minutes.*

143419

QUICK REFERENCE GUIDE

High Definition Satellite Receiver

Look inside for important tips to operate your satellite receiver

Channel Directory

ABC Family Channel	180 ● ▲ ■	Food Network	110 ● ▲ ■	Outdoor channel, The	153 ■
American Movie Classics	130 ▲ ■	FOX Movie Channel	133 ■	PAX TV	181 ▲ ■
America's Preview Channel	221 ● ▲ ■	FOX News Channel	205 ▲ ■	QVC	226 ● ▲ ■
Angel One	262 ● ▲ ■	Fox Reality	190 ■	Resort and Residence Channel	216 ● ▲ ■
Animal Planet	184 ▲ ■	FOX Soccer	149 ■	Sci-Fi Channel	122 ● ▲ ■
Arts & Entertainment (A&E)	118 ● ▲ ■	Fuse	158 ▲ ■	Science Channel, The	193 ■
BBC America	135 ▲ ■	FX ◀	137 ▲ ■	Shop at Home	224 ● ▲ ■
BET	124 ▲ ■	G4	191 ▲ ■	ShopNBC	228 ● ▲ ■
Beauty & Fashion Channel	225 ● ▲ ■	Galavisión	833 ▲ ■	SiTV	159 ▲ ■
Biography Channel, The	119 ■	GSN	116 ▲ ■	SoapNet	188 ▲ ■
Bloomberg TV	203 ■	GolTV	407 ■	Speed Channel	150 ▲ ■
Boomerang ◀	175 ■	Golf Channel, The	401 ■	Spike TV	168 ● ▲ ■
Bravo	129 ▲ ■	Great American Country	167 ■	Style	115 ■
Cartoon Network ◀	176 ● ▲ ■	Hallmark Channel	185 ■	TBN	260 ● ▲ ■
CCTV-9 †	265 ● ▲ ■	Headline News	202 ● ▲ ■	TBS ◀	139 ● ▲ ■
CNBC	208 ● ▲ ■	Healthy Living Channel	223 ● ▲ ■	TeleFutura (East)*	830 ▲ ■
CNBC World	207 ■	History Channel, The	120 ● ▲ ■	TeleFutura (West)*	831 ▲ ■
CNN	200 ● ▲ ■	History Channel International	121 ■	TNT ◀	138 ● ▲ ■
CSTV	152 ▲ ■	Home & Garden TV	112 ● ▲ ■	Toon Disney ◀	174 ▲ ■
Comedy Central	107 ● ▲ ■	HorseRacing TV	404 ● ▲ ■	Travel Channel	215 ● ▲ ■
Country Music Television	166 ● ▲ ■	HSN	222 ● ▲ ■	Turner Classic Movies	132 ▲ ■
Court TV	204 ● ▲ ■	Independent Film Channel	131 ▲ ■	TV Games	405 ● ▲ ■
C-SPAN	210 ● ▲ ■	iDriveTV	217 ● ▲ ■	TV Guide Channel	102 ● ▲ ■
C-SPAN2	212 ● ▲ ■	iShop	229 ● ▲ ■	TV Land	106 ● ▲ ■
Discovery Channel	182 ● ▲ ■	International Music Feed	157 ▲ ■	TV Outlet Mall	219 ● ▲ ■
Discovery Health	189 ▲ ■	Jewelry Television	227 ● ▲ ■	Univisión (East)	827 ▲ ■
Discovery Home & Leisure	194 ■	KBS World †	9850 ● ▲ ■	Univisión (West)	828 ▲ ■
Discovery Kids	179 ■	Learning Channel, The	183 ● ▲ ■	USA Network	105 ● ▲ ■
Discovery Times	192 ■	Lifetime	108 ● ▲ ■	VH1	162 ● ▲ ■
Disney Channel (East)	172 ● ▲ ■	Lifetime Movie Network	109 ▲ ■	VH1 Classic	163 ■
Disney Channel (West)	173 ● ▲ ■	Men's Channel	218 ● ▲ ■	Weather Channel, The	214 ● ▲ ■
Do It Yourself (DIY)	111 ■	Military Channel	195 ■	WGN	239 ▲ ■
E! Entertainment	114 ● ▲ ■	Movie Channel, The (West) ◀	329 ■	WE: Women's Entertainment	128 ▲ ■
Encore (West) ◀	341 ■	Movie Channel Extra, The (West)◀	330 ■		
Encore Action	343 ■	MSNBC	209 ▲ ■		
Encore Drama	345 ■	MTV	160 ● ▲ ■		
Encore Love	346 ■	MTV2	161 ● ▲ ■		
Encore Mystery	344 ■	Mun2	838 ■		
Encore WAM	347 ■	NASA	213 ● ▲ ■		
Encore Westerns	342 ■	National Geographic	186 ■		
ESPN	140 ● ▲ ■	NFL Network	154 ▲ ■		
ESPN2	144 ● ▲ ■	Nickelodeon Games & Sports	177 ■		
ESPN Classic	143 ▲ ■	Nickelodeon/Nick at Nite (East)	170 ● ▲ ■		
ESPNews	142 ● ▲ ■	Nickelodeon/Nick at Nite (West)	171 ● ▲ ■		
ESPNU	148 ■	Nicktoons	178 ■		
EWTN ◀	261 ● ▲ ■	NOGGIN/The N	169 ▲ ■		

ADDITIONAL CHANNELS

Audio Music Channels	923-981
DISH Network Pay-Per-View	455-539
Local Channels	8000-9318
Public Interest Channels	9400-9418
Regional Sports Networks	409-438
SIRIUS Music Channels	6001-6116

● America's Top 60 Entertainment Package
▲ America's Top 120 Entertainment Package
■ America's Top 180 Entertainment Package

◀ FREE Spanish audio feed available. Audio disponible en español.
† CCTV-9 requires DISH 500, DISH 1000 or SuperDISH antenna. KBS World requires SuperDISH antenna pointed at 121° orbital location and subscription to qualifying programming. Additional fees may apply for new and existing DISH Network customers to upgrade their dish antenna.
* Telefutura East is available to subscribers in the Eastern and Central time zones. Telefutura West is available to subscribers in the Mountain and Pacific time zones.

Movie Packages

HBO

HBO (East) ◀	300
HBO (West) ◀	303
HBO 2 (East) ◀	301
HBO 2 (West) ◀	304
HBO Comedy ◀	307
HBO Family ◀	305
HBO Latino	309
HBO Signature ◀	302
HBO HDTV**	9456

STARZ!

Starz in Black ◀	355
Encore (East) ◀	340
Starz (East) ◀	350
Starz (West) ◀	351
Starz Cinema (East) ◀	353
Starz Cinema (West) ◀	354
Starz Kids & Family ◀	356
Starz Edge ◀	352

CINEMAX

5 Star Max ◀	314
Action Max ◀	313
Cinemax (East) ◀	310
Cinemax (West) ◀	311
MoreMAX ◀	312

SHOWTIME UNLIMITED

FLIX	333
Movie Channel, The (East) ◀	327
Movie Channel Extra, The (East) ◀	328
Showtime Too ◀	320
Showtime (East) ◀	318
Showtime (West) ◀	319
Showtime Beyond ◀	323
Showtime Extreme ◀	322
Showtime Showcase ◀	321
Sundance Channel	332
Showtime HD**	9460

** Requires HD monitor and HD receiver.
◀ FREE Spanish audio feed available. Audio disponible en español.

High Definition Programming

HD PAK

HDNet	9422
HDNet Movies	9423
ESPN HD	9424
Discovery HD Theater	9421
TNT HD	9420

ADDITIONAL HD CHANNELS

CBS HD (East)	9483
CBS HD (West)	9484
HBO HD	9456
Showtime HD	9460

VOOM HD PACK

Animania HD	9474	Majestic HD	9480
Equator HD	9471	Monsters HD	9481
Gallery HD	9472	Rave HD	9470
Guy TV HD	9479	Rush HD	9476
HD News	9482	Ultra HD	9478

HD channels require an HD monitor and HD receiver, and may require a second dish antenna. Charges may apply for the second dish antenna.